



CITY OF NEWPORT BEACH BOARD OF LIBRARY TRUSTEES AGENDA

Corona del Mar Library
410 Marigold Avenue, Corona del Mar, CA 92625

Monday, June 20, 2022 - 5:00 PM

Board of Library Trustees Members:

Paul Watkins, Chair
Kurt Kost, Vice Chair
Barbara Glabman, Secretary
Douglas Coulter, Board Member
Janet Ray, Board Member

Staff Members:

Melissa Hartson, Library Services Director
Francine Jacome, Administrative Support Specialist

The Board of Library Trustees meeting is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Commission and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Chair may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

The public can submit questions and comments in writing for the Board of Library Trustees to consider. Please send them by email to the Library Services Department at LibraryBoard@newportbeachca.gov by Sunday, June 19, at 4:00 p.m. to give the Board of Library Trustees time to consider your comments. All emails will be made part of the record.

The City of Newport Beach's goal is to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, we will attempt to accommodate you in every reasonable manner. Please contact Tim Hetherton, Library Services Director, at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 717-3801 or thetherton@newportbeachca.gov.

NOTICE REGARDING PRESENTATIONS REQUIRING USE OF CITY EQUIPMENT

Any presentation requiring the use of the City of Newport Beach's equipment must be submitted to the Library Services Department 24 hours prior to the scheduled meeting.

I. CALL MEETING TO ORDER

II. ROLL CALL

III. PLEDGE OF ALLEGIANCE

IV. NOTICE TO THE PUBLIC

The City provides a yellow sign-in card to assist in the preparation of the minutes. The completion of the card is not required in order to address the Board of Library Trustees. If the optional sign-in card has been completed, it should be placed in the tray provided.

The Board of Library Trustees of Newport Beach welcomes and encourages community participation. Public comments are generally limited to three (3) minutes per person to allow everyone to speak. Written comments are encouraged as well. The Board of Library Trustees has the discretion to extend or shorten the time limit on agenda or non-agenda items. As a courtesy, please turn cell phones off or set them in the silent mode.

V. CONSENT CALENDAR

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. Board of Library Trustees have received detailed staff reports on each of the items recommending an action. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees request specific items to be discussed and/or removed from the Consent Calendar for separate action. Members of the public who wish to discuss a Consent Calendar item should come forward upon invitation by the Chair.

A. Consent Calendar Items

- 1. Minutes of the May 16, 2022, Board of Library Trustees Meeting (p. 5-16)**

[DRAFT OF MINUTES](#)

- 2. Patron Comments (pp. 17-19)**

Monthly review of evaluations of the library services through suggestions and requests received from patrons.

[PATRON COMMENTS](#)

- 3. Library Activities (pp. 20-28)**

Monthly update of library events, services, and statistics.

[MAY ACTIVITIES](#)

- 4. Expenditure Status Report (p. 29)**

Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.

[EXPENDITURE REPORT](#)

- 5. Board of Library Trustees Monitoring List (p. 30)**

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

[MONITORING LIST](#)

VI. CURRENT BUSINESS

A. Items for Review

6. Corona del Mar Branch Update (pp. 31-34)

Branch and Youth Services Coordinator Debbie Walker presents an overview of Corona del Mar Branch's activities and resources.

[CDM BRANCH UPDATE](#)

7. Circulation Policy Review (NBPL 12) (pp.35-53)

Staff requests that the Board of Library Trustees review and approve the revisions to Library Policy NBPL 12, *Circulation Policy*.

[CIRCULATION POLICY REPORT](#)

[CIRCULATION POLICY REPORT-ATTACHMENT A](#)

[CIRCULATION POLICY REPORT-ATTACHMENT B](#)

[CIRCULATION POLICY REPORT-ATTACHMENT C](#)

8. Budget Amendments for Fiscal Year 2021-22 (pp. 54-55)

Staff will report on Budget Amendments for FY 2021-22.

[BUDGET AMENDMENTS REPORT](#)

[BUDGET AMENDMENTS REPORT-ATTACHMENT A](#)

9. Acceptance of Donation (p. 56)

Staff recommends the Board of Library Trustee approve the acceptance of a donation from the National Charity League's Newport Chapter to enhance the Library's materials collection.

[DONATION REPORT](#)

10. Lecture Hall Update

Trustee Ray will report on activities related to the Library Lecture Hall project.

11. Balboa Branch Replacement Update

Trustee Ray will report on activities related to the Balboa Branch replacement project.

12. Library Services

Report of Library issues regarding services, patrons, and staff.

B. Monthly Reports

13. Library Foundation Liaison Reports

- A. Library Foundation Board - Report of the most recently attended meeting.
- B. Library Live Lectures Committee - Report of the most recently attended meeting.
- C. Witte Lectures Committee - Report of the most recently attended meeting.

14. Friends of the Library Liaison Report

Trustee update of the most recently attended Friends of the Library Board meeting.

15. Literacy Services Liaison Report

Trustee update of the most recently attended Literacy Services Advisory Board meeting.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited and non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

VIII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

IX. ADJOURNMENT

CITY OF NEWPORT BEACH

Board of Library Trustees
Newport Beach Central Library
1000 Avocado Avenue, Newport Beach, CA 92660
Meeting Minutes
Monday, May 16, 2022 – 5:00 p.m.

I. **CALL MEETING TO ORDER** – 5:00 P.M.

II. **ROLL CALL** – Roll Call by Francine Jacome, Administrative Support Specialist

Trustees Present: Chair Paul Watkins, Vice Chair Kurt Kost, Secretary Barbara Glabman, Trustee Douglas Coulter, Trustee Janet Ray

Trustees Absent:

Staff Present: Tim Hetherton, Library Services Director
Francine Jacome, Administrative Support Specialist
Melissa Hartson, Circulation & Technical Processing Coordinator
Rebecca Lightfoot, Adult Services Coordinator/Acting Library Services Manager
Debbie Walker, Youth & Branch Services Coordinator
Maria Nicklin, Marketing Specialist

Staff Absent:

III. **PLEDGE OF ALLEGIANCE** – Led by Library Services Director Tim Hetherton

IV. **NOTICE TO THE PUBLIC**

V. **CONSENT CALENDAR**

A. **Consent Calendar Items**

1. **Minutes of the April 14, 2022, Board of Library Trustees Special Meeting**
2. **Minutes of the April 18, 2022, Board of Library Trustees Meeting**

Chair Watkins confirmed that the other Trustees did not wish to discuss and/or did not wish to remove items from the Consent Calendar. He then confirmed no members of the public wished to discuss the Consent Calendar. He noted that he had the following correction to the minutes:

- Handwritten Page 14, change “prized” to “prize”.
- He complimented Adult Services Coordinator/Acting Library Services Manager Rebecca Lightfoot on the wonderful instructions on how to download eBooks on Patron Comments, Handwritten Page 16.
- Handwritten Page 18 listed special software devices. He asked Adult Services Coordinator/Acting Library Services Manager Lightfoot if they were sound effect

choices. She indicated that was a simplified way of describing them. She indicated that she was working with the IT Department to determine if it could be configured in a way that would be useful to the public. They did not want to spend too much time or effort on something that was not utilized.

3. Patron Comments

Monthly review of evaluations of library services through suggestions and requests received from patrons.

4. Library Activities

Monthly update of library events, services, and statistics.

5. Expenditure Status Report

Monthly expenditure status of the library's operating expenses, services, salaries, and benefits by department.

Chair Watkins noted that the Board of Library Trustees (BLT) was 4.54% underbudget. Over the past several months the BLT advised staff to make any good faith expenditures that were necessary and Library Services Director Hetherton and Circulation & Technical Processing Coordinator Melissa Hartson have advised those funds may be expended by June 30, 2022.

Library Services Director Hetherton stated that would most likely occur.

6. Board of Library Trustees Monitoring List

List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

Chair Watkins stated that the COVID-19 Update would not be necessary in the future. He noted that due to an absence Vice Chair Kost would abstain from the April 18 minutes. He then called for a Motion.

Motion made by Trustee Coulter, seconded by Secretary Glabman, and carried (4-0-1-0) to approve the Consent Calendar with edits to the minutes.

AYES: Watkins, Glabman, Coulter, Ray

NOES:

ABSTENTIONS: Kost

ABSENCES:

VI. CURRENT BUSINESS

A. Items for Review

7. Appointment of Library Services Director

Per City Charter Section 708, Subsection (e), the Board of Library Trustees shall approve or disapprove the appointment of the Library Services Director, who is the Department head of the Newport Beach Public Library. The City Manager has proposed to the Board of Library Trustees the appointment of Ms. Melissa Hartson, effective May 21, 2022, following an open recruitment process that occurred in

Spring 2022. Ms. Hartson currently serves as the Circulation and Technical Processing Coordinator for Newport Beach Public Library.

Library Services Director Hetherton was pleased to announce that current Circulation & Technical Processing Coordinator Melissa Hartson was selected as the new Library Services Director. He stated that she was a wonderful person and a great librarian and colleague who he believed would do a good job for the City.

Chair Watkins called for BLT discussion.

Trustee Ray thought the BLT was part of making a good choice and congratulated Ms. Hartson.

Trustee Coulter also congratulated her.

Chair Watkins called for the public comment, but there was none. He called for a Motion.

Motion made by Secretary Glabman, seconded by Trustee Coulter, and carried (5-0-0-0) to approve the appointment of Melissa Hartson as the Library Services Director, effective May 21, 2022.

AYES: Watkins, Kost, Glabman, Coulter, Ray

NOES:

ABSTENTIONS:

ABSENCES:

8. Media Lab Update

Acting Library Services Manager Rebecca Lightfoot will update the Board on the Media and Sound Lab at Central Library

Adult Services Coordinator/Acting Library Services Manager Rebecca Lightfoot reported that in 2021 when she gave her report to the BLT the Media Lab was still closed to the public for COVID. They reopened once the 6 feet and capacity restrictions were lifted. IT replaced all the Macs, and the PCs will be updated shortly. The new Macs required software and hardware updates and they are looking to purchase a new scanner and vinyl digitizer. Tech toys circulate really well and new items were added, such as recording devices which can be plugged into computers. They also added classic video game systems which are very popular. In response to Chair Watkins inquiry, she stated that the library had three or four Go Pros but indicated that they were becoming less popular. They will be replaced at some point as they are currently several years old.

Trustee Ray inquired about the procedure for de-acquisitioning items.

Adult Services Coordinator/Acting Library Services Manager Lightfoot explained the IT Department decommissions old hardware and then may auction them off or dispose of them through another process.

Trustee Ray asked if IT reimbursed the Library with whatever funds they received from its old items.

Adult Services Coordinator/Acting Library Services Manager Lightfoot stated that she did not know the answer but guessed that they did not receive reimbursement. The money came to the Library through the City Budget.

Trustee Coulter said that it was a net zero.

Chair Watkins inquired about older people using the Media Lab.

Adult Services Coordinator/Acting Library Services Manager Lightfoot said that there was a robust population using the Media Lab.

Chair Watkins called for BLT questions or comments, but there were none. He called for public comment, but there was none. The BLT received and filed the report.

9. Marketing and Social Networking Update

Marketing Specialist Maria Nicklin will provide the annual briefing on Library marketing and social media activities

Chair Watkins called for the staff report.

Marketing Specialist Maria Nicklin reported that it had been a year since their last conversation. She thanked Library Services Director Hetherton for recognizing the power of effective marketing and design and letting her succeed in her position. The overriding goal was to effectively communicate the Library's relevance and modern offerings. The current marketing agenda was based on next steps from 2021. The first step was polishing the Library's branding; ensuring there were polished graphics, a recognizable look, and a consistent and interesting voice. They started with the website which has been undergoing a refresh over the past year. The website is now tonal blue, which is a neutral background that allows the images and news to stand out. The website is tied to the same template that the City website uses so Marketing is looking into workarounds with that. When she took her position the opening rate for email marketing was 15% and that has risen to 42%. The list includes approximately 26,000 email addresses. She attributed the increase in the opening rate to strong subject lines, limiting the number of emails sent, and by focusing on popular topics. She showed the BLT an email which was opened at a rate of 47% and led to a sold-out event. They created a new email sign up card which resulted in a 70% increase in email signups over three weeks.

Library Services Director Hetherton asked if the City had to pay for the image of the little girl on the card.

Marketing Specialist Nicklin explained that it was a stock image and that she kept interesting stock images she saw for potential future use. In response to questions, she explained that the cards were placed all over the libraries at all branches. The image will also be featured in a web banner ad and on social media. She showed the BLT another email about Storytellers that went out on May 12th. The program sold out both sessions within a day. With social media they were focused on Instagram with Facebook as a secondary platform. Instagram has a slightly younger audience and allows you to reach all your followers with a post unlike Facebook that sends information out to only 5% of the audience and then offers to sell them back access to the other 95%. Marketing is more effective on Instagram and the Library has increased its followers to over 2,000. The goal

for next year is to be at 4,000 followers. When there is a program they want to publicize in a smaller way instead of through an eblast they do it through social media.

Vice Chair Kost inquired about links in Instagram posts.

Marketing Specialist Nicklin indicated that you could not post links on Instagram, but you can put links in the bio. She usually directed people to the website and its banner ads. She thought the best way to reach children was by getting the parent's attention with good design. A Library Assistant told her that the Library design was very recognizable as the Library on social media and the website, which pleased her greatly.

Trustee Coulter stated that the colors were pleasing.

Vice Chair Kost indicated that he liked an image and asked if it was an Instagram post.

Marketing Specialist Nicklin stated it was used as a poster, on Instagram, as a digital ad, and for other things.

Vice Chair Kost asked if they were looking at posters that would be displayed throughout the branches.

Marketing Specialist Nicklin stated that they were.

Secretary Glabman inquired if they had ever asked Instagram followers to share the Library's posts with their own followers.

Marketing Specialist Nicklin stated that was a good idea. She personally shared everything and thought that she had increased numbers significantly that way. The eblasts include a link to Instagram and a reminder to follow the Library. Every time they send out an eblast the Instagram following increases by about 20 people. Strategic follows like following the schools and important people in Orange County helps increase visibility as well. She thought strategic follows were responsible for a 200-300 follower increase. She admitted that she discussed Instagram tips with teenagers. She shared images for the teen and adult summer reading programs with the BLT.

Vice Chair Kost asked if there was a way to work with VRBO or Airbnb for people who rented their homes on the Peninsula to have Library materials included in their check in packets.

Marketing Specialist Nicklin thought that was a good idea. She explained that building a photo library and having strong photography was the ground floor of good marketing. She showed the BLT new photos that had been added to the photo library. Good photography captures a moment in time. She intended to work with one of the Children's Librarians to continue to capture images over the next year. She also showed the BLT websites and examples of things that she used as sources of inspiration. "Inspired words" are used as banner ads and on Instagram and received more likes than anything else posted. The next steps are to continue defining and strengthening the brand, move forward with graphics, grow the email list, grow the social media following, win over new audiences, and focusing on storytelling.

Trustee Coulter commended Marketing Specialist Nicklin on her ideas and presentation.

Chair Watkins called for other BLT questions.

Secretary Glabman stated that what Marketing had done was exciting and that they needed to continue to outreach to the community.

Chair Watkins asked when they would focus on the Library Lecture Hall.

Marketing Specialist Nicklin stated that was a separate issue with the Foundation.

Vice Chair Kost asked how Marketing collaborated with the Foundation.

Marketing Specialist Nicklin explained that she was in communication with the leadership of the Foundation and included their information on everything she released. There is a line between the Library's activities and events and the Foundation's activities and events.

Vice Chair Kost confirmed that Witte and Library Live was under the Foundation's purview while storytimes were handled by Marketing.

Marketing Specialist Nicklin stated that was correct.

Jerold Kappel, Newport Beach Public Library Foundation (NBPLF) CEO, explained there was a spread in *Bookmark* that was on Library activities. He edited the information in the *Bookmark* to put in the two pages.

Vice Chair Kost asked how he thought the arrangement was working.

Mr. Kappel stated that they did not really overlap. When Marketing Specialist Nicklin works on the *Bookmark* or the Lecture Hall it was not done on Library time.

Secretary Glabman asked if *Bookmark* was separately funded, and Trustee Ray mentioned this was how it is with Literacy.

Marketing Specialist Nicklin explained that Literacy marketing was in her purview.

Trustee Ray thought that was interesting as they were putting together a video.

Marketing Specialist Nicklin explained that she did the branding and new logo and assisted with the name, but she was not involved in the video.

Vice Chair Kost asked if she was stretched thin.

Marketing Specialist Nicklin explained she was a one-person department.

Vice Chair Kost asked if there were plans to expand the department.

Marketing Specialist Nicklin indicated that was up to Library Services Director Hetherton and future Library Services Director Hartson.

Circulation & Technical Processing Coordinator Hartson said that in an ideal world the department would absolutely be expanded.

Chair Watkins congratulated Marketing Specialist Nicklin on her excellent report.

Trustee Coulter appreciated the items that Marketing Specialist Nicklin showed the BLT.

Marketing Specialist Nicklin said that libraries normally did not focus on marketing, so she sincerely thanked Library Services Director Hetherton for his support. There are a few libraries that do marketing, but most do not stand out, so they have a unique opportunity to create a polished product with their beach library.

Vice Chair Kost asked if she was borrowing ideas from other libraries.

Marketing Specialist Nicklin noted that there was not much to borrow from. She follows many libraries including New York and internationally. The reason she showed the BLT the examples was because those were done right, and libraries were not doing it right due to slim marketing budgets and inexperienced people.

Vice Chair Kost stated that he had noticed an uptick in good emails over the past several months.

Marketing Specialist Nicklin said that 95% of the emails that are opened are on desktop computers versus phones. She explained that she could tell who had clicked on what and how many followers increased as a result.

Chair Watkins called for the public comment.

Rhonda Watkins, Newport Beach resident, stated that she had tried to look at the website from her phone but had been unable to get a signal. She thought that and being able to see the captions better might be the reason for the increased desktop computer traffic.

Chair Watkins asked Marketing Specialist Nicklin if she was happy in her position.

Marketing Specialist Nicklin stated that she enjoyed her position and enjoyed the control that Library Services Director Hetherton trusted her with. She said that another difference between herself and the type of person who would usually take a Marketing Specialist position was that she was experienced. Normally marketing strategy, copywriting, and design were done by three different people.

Chair Watkins said that she was thinking outside of the box and expanding things. He enjoyed the creativity and thanked her for doing a good job. He praised the library as an institution. He indicated that the BLT would receive and file the report and thanked staff.

10. Lecture Hall Update

Trustee Ray will report on activities related to the Library Lecture Hall project.

Trustee Ray reported that they met the previous week, discussed meeting with the architect, and reviewed suggested materials. Sample chairs are available for testing at City Hall although she thought they were going to continue looking at other options. They

may be done with the ad hoc committee since the next steps involved finishing the drawings and pulling permits. The silent part of the campaign would start in the fall.

Mr. Kappel indicated that it had already started. He could not advise them of the name, but they have the lead donor. They have a second donor in the mid-six figure range, and a number of other interviews with potential donors upcoming. In the fall they will launch the public campaign, but that should not start until the major donors are secured as it dilutes the donor pool. All naming opportunities are negotiated with the City due to the necessary documents that must be signed with the City.

Trustee Ray asked if the lead donor was contingent on signing something with the City.

Mr. Kappel stated that the lead donor was contingent upon successful negotiation with the City. He indicated that he was unable to disclose the amount of the donation.

Vice Chair Kost asked what the donor would negotiate with the City.

Mr. Kappel explained that as it was a City building the City had control over the name and where it would be placed so there were public relations and payment issues to negotiate.

Trustee Ray inquired how long the negotiation would take and voiced concern that they might lose a lead donor.

Mr. Kappel believed that the document was currently being reviewed by the donor's attorney.

Trustee Ray inquired about the brochure.

Mr. Kappel said that they printed 100 digital copies and it would be reprinted in a smaller size on a different type of paper.

Trustee Ray gave her draft brochure to people who were excited about the lecture hall.

Mr. Kappel stated that everything in the document was accurate.

Trustee Ray suggested that after they complete the reprint the Trustees should be given copies to disseminate.

Mr. Kappel said that there were folders, letterhead, carrier envelopes, notecards, and a prospectus at the printer.

Trustee Ray requested a kit for the BLT at the next meeting or sooner if it was available. Mr. Kappel indicated he would see that the BLT received kits.

Secretary Glabman asked when everything would be clarified with the City.

Mr. Kappel said that the City provided them with the naming agreement about three months prior. They redlined it and sent it back within a week, but it is still with the City Attorney's Office.

Secretary Glabman asked how they could get the attention of the City Attorney's Office.

Mr. Kappel thought things were very fluid until the lead donor signed with the City. Following that they might go public and announce but between Memorial Day and the fall it was difficult to get anything done.

Chair Watkins asked if a formal announcement would be made when the agreement was complete.

Mr. Kappel said that there would be a press conference. The question was if it would be effective to have it in the summer or more effective to wait until the fall.

Chair Watkins asked if Marketing Specialist Nicklin was engaged by the NBPLF.

Mr. Kappel explained that she would work as a consultant.

Vice Chair Kost asked if the Summer Solstice event would work.

Mr. Kappel said that there was a lot going on with that event, so he was not sure.

Trustee Ray hoped it was not announced too soon.

Mr. Kappel did not think that was a concern.

Chair Watkins asked what the disadvantage was to announce the donor too soon.

Trustee Ray did not want to dissuade other potential major donors.

Mr. Kappel stated that they needed to go significantly over the \$6.5 million as the technology was more expensive than initially expected. There is no ticket booth in the design so they would have to draft a "mobile" one. Currently the cost of building materials is extremely high, so the project would go over \$7 million.

Trustee Ray stated that the architects were doing all they could to reduce costs.

Mr. Kappel said they were trying to at least keep it within the \$6.5 to \$7 million range.

Chair Watkins asked if the naming rights could be announced without stating the dollar amount.

Mr. Kappel indicated that it would be highly unusual not to name the dollar amount. Usually, they would not go public until they had at least 80% of the total funds in the bank. The hardest part of a capital campaign is collecting the last 20%.

Chair Watkins called for BLT questions or comments, but there were none. He called for public comment, but there was none. The BLT received and filed the report.

11. Balboa Branch Replacement Update

Staff will report on activities related to the Balboa Branch Replacement project.

Library Services Director Hetherton reported that the public survey returned the expected results and showed broad support for the facility. The City moved to the Request for Proposal (RFP) phase and the project would be out to bid. There was a walkthrough scheduled for potential bidders on May 26.

Chair Watkins asked if Trustee Ray or Secretary Glabman should be on the walkthrough.

Library Services Director Hetherton said they were welcome and said it was scheduled for Thursday, May 26, at 10:00 a.m. Katherine Cho at Public Works was the contact.

Chair Watkins inquired about which staff members would participate.

Youth & Branch Services Coordinator Debbie Walker said administration staff, Circulation & Technical Processing Coordinator Hartson, Adult Services Coordinator/Acting Library Services Manager Lightfoot, and herself would be present.

Chair Watkins called for BLT questions or comments, but there were none. He called for public comment, but there was none. The BLT received and filed the report.

12. Library Services

Report of Library issues regarding services, patrons, and staff.

Library Services Director Hetherton bid the BLT farewell and thanked everyone. He said he was very grateful for the experience and to the current and past BLT for their encouragement to make the Library better.

Trustee Coulter presented Library Services Director Hetherton with a gift card for dinner from the members of the BLT, thanked him for his service, and wished him well in his retirement.

Chair Watkins explained that Library Services Director Hetherton's last day is Friday, May 20. He will be missed and Ms. Hartson will help to continue all of the great work.

B. Monthly Reports

13. Library Foundation Liaison Reports

A. Library Foundation Board – Report on the most recently attended meeting.

Vice Chair Kost stated that the spring *Bookmark* was in the final edit phase. It will highlight 25 years of Witte Lectures and recognize Library Services Director Hetherton's years of service. The Fiscal Year (FY) 2023 Budget will include design and production of new general information banners in the Friend's Room and the entrance lobbies. There will also be an increase in marketing expenses for the Foundation. FY 2022 income goal was \$663,000 and they were currently at \$661,000.

Library Foundation C.E.O. Jerry Kappel stated that they were over the goal.

Vice Chair Kost said that the number of total donors was up 14% and the average gift was up over 12.9% from the prior year. The Summer Solstice Event was planned for June 25 at 6:00 p.m. in the Bamboo Courtyard.

Chair Watkins called for BLT questions or comments, but there were none. He called for public comment, but there was none. The BLT received and filed the report.

B. Library Live Lectures Committee – Report on the most recently attended meeting.

Chair Watkins stated that Page 52 contained a written summary of the item and indicated they would move on in the interest of time.

C. Witte Lectures Committee – Report on the most recently attended meeting.

Secretary Glabman stated that the Witte Lectures Committee held its last meeting of the season. They reviewed the season and discussed the marketing for the coming year. They have a great potential new committee member and all four speakers in place. That information is not yet public.

Vice Chair Kost indicated he thought they had voted on the new committee member.

Secretary Glabman indicated that they may have.

Trustee Ray asked who the new member or potential new member was.

Vice Chair Kost said it was Whitney Gomez.

Chair Watkins called for BLT or public comment, but there was none. The BLT received and filed the report.

14. Friends of the Library Liaison Report

Trustee update on the most recently attended Friends of the Library Board meeting.

Trustee Coulter reported that the April total sales were \$19,403 which was 8.7% higher than April 2021. The Friends work hard every day and present specials regularly.

Vice Chair Kost noted that the Friends did an incredible job fundraising.

Trustee Ray asked if the Friends needed PR done in the community.

Marketing Specialist Nicklin mentioned that she and Library Services Director Hetherton had reached out to them on numerous occasions to refresh their marketing, but they like what they have going. She stated that she helps when she can.

Chair Watkins said that their self-marketing was not bad.

Marketing Specialist Nicklin stated that it had their own charm.

Vice Chair Kost asked if they had volunteers to work the shop upstairs.

Trustee Coulter indicated that was not part of his report.

Secretary Glabman asked if it was possible to do something with a senior photo and put it at Oasis.

Chair Watkins stated that Friends of the Library President Amy Hunt was open to suggestions.

Trustee Coulter indicated that concluded his report.

15. Literacy Services Liaison Report

Trustee update on the most recently attended Literacy Services Advisory Board meeting.

Trustee Ray reported that the Happy Hour was a sold-out success. The author was very personable. Literacy Coordinator Cherall Weiss did a great job as the interviewer. Tutor and learner populations were rebuilding following the pandemic. Classes and attendance are on the rise. They are making a movie and Literacy Coordinator Weiss announced her retirement for later in the summer.

Chair Watkins announced the retirement celebration date of Thursday, July 7 at 1:00 p.m. in the Friends Room.

VII. PUBLIC COMMENTS ON NON-AGENDA ITEMS

None.

VIII. BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

Chair Watkins reminded the Trustees to attend the May 24 City Council Study Session to recognize the years of service by retiring Library Services Director Hetherton.

IX. ADJOURNMENT – 6:06 P.M.

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

MAY 2022

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>1</u> <u>05/01/2022</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>05/02/2022</u>	<p>Seems that within the library app on an Android phone the opening stream is text on a white background. Once you make a search the results show text on a black background. Is there a way to turn this back to a white background? The dark background makes it very difficult to read.</p>	<p>Thank you for letting us know about this issue on the app for Android. It is caused by a change Google made that breaks the detection of dark mode in some versions of Android. Our app vendor is working on fixing this issue and hopefully it will be resolved. Please let me know if you have any other questions.</p>
<u>2</u> <u>05/03/2022</u> <u>Email</u> <u>Cherall Weiss</u> <u>Literacy Coordinator</u> <u>05/03/2022</u>	<p>Is there a wait list for the T. Jefferson Parker event this Saturday? If so, can I put my name on it? Much appreciated.</p>	<p>If you are interested in attending the Happy Hour on Saturday evening, please call the literacy office tomorrow morning at 949.717.3874. I believe we should be able to accommodate you. Thanks.</p>
<u>3</u> <u>05/04/2022</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>05/04/2022</u>	<p>I am a representative of the Arts & Learning Conservatory. Our next youth production is The Lightning Thief: The Percy Jackson Musical and we would love to leave a few flyers at your library to promote the show to patrons who already love the book, if that would be acceptable? The show highlights the agency of teens as they face the challenges of society and identity and will be held at Costa Mesa High School's Theatre. If any of your librarians may be interested in attending as well, please let us know and we will do something special for them...Sure! Is the administration office in the same location/ easily accessible from the main library? Thank you for your prompt response!</p>	<p>Thank you for reaching out to us regarding your upcoming production. The Library's Display and Distribution of Materials Policy prohibits us from posting flyers that are not provided by governmental agencies. However, if you would like to drop off a few flyers in our Administration Office, we will leave them for interested staff to take. Thank you again for your inquiry...Yes. The Administration Office is located on the first floor of our Central Library.</p>

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>4</u> <u>05/06/2022</u> <u>Email</u> <u>Melissa Hartson</u> <u>Library Services Director</u> <u>05/06/2022</u>	<p>How would I go about donating some books? I can take them to any place around NB, HB, etc. Thank you.</p>	<p>Our Friends of the Library Bookstore accepts donations. Here are their donation guidelines: BOOK DONATIONS Please help by following these guidelines for donations: 1. We prefer that donations be in small or medium size boxes. 2. A maximum of 6 boxes may be dropped off at any one time. If you have a larger donation, please call the Bookstore at 949-759-9667 and leave a message for Paul or Amy to set up an appointment. We have a dolly available and can supply boxes if needed. 3. All books need to be in good, resellable condition. Books should be clean with no tears, foxing (spotting around/on edges), broken spines, missing pages, etc. 4. Fiction & non-fiction should preferably be from the last 6-10 years except for classics and history. 5 We do take DVDs, CDs, DVD games, vinyl records, and jigsaw puzzles. 6. We do not accept: • Encyclopedias unless they're 100 years old or older, • Reader's Digest condensed books, • Medical books, health books, law books, and travel books older than 8 years, • VHS or cassette tapes. If you have questions, email us at nblibfriend@gmail.com. A donation receipt will be provided if desired. Thank you for your support! We could not make our substantial gifts to the Library without your donations. Thank you for your inquiry and considering us for your donations.</p>
<u>5</u> <u>05/09/2022</u> <u>Email</u> <u>Cherall Weiss</u> <u>Literacy Coordinator</u> <u>05/09/2022</u>	<p>I was wondering if you are accepting volunteers currently for literacy tutor position. If so how do I apply or get started. Thank you!</p>	<p>Thank you for your interest in tutoring at the Newport Beach Public Library. To be a tutor, we ask that you are: •Able to commit at least one year to the program, •Be a minimum of 24 years of age, •Live in Orange County, CA, •Have good reading, writing and communication skills. If you would like to become a literacy tutor, the first step is to complete an orientation where you will find the reasons why adult learners join a literacy program, services provided to adults, the expectations and responsibilities of both tutors and adult learners once in the program. Please go to our on-line orientation by following this link: https://www.newportbeachlibrary.org/about/literacy-services/tutors-and-volunteers. After completing the orientation, you become eligible to enroll in a Tutor Training course where you will learn more about tutoring and NMPL. Tutor Training is scheduled for August 4th and 11th at the Central Library. Upon successful completion of Tutor Training, you would be matched one-to-one with an adult learner and asked to meet on a weekly basis for one or two hours each week. Tutoring is a special opportunity that we know you will find interesting and rewarding. I look forward to seeing you involved in our program, soon...I hope you got the email that was sent to you this morning. If not, please find it attached as it explains the next steps to becoming a tutor in our program. Hope to meet you soon.</p>

NEWPORT BEACH PUBLIC LIBRARY PATRON COMMENTS

MAY 2022

Comment # Date Received Source of Comment Staff Member Staff Member Title Date Responded to Patron	Comment	Response
<u>6</u> <u>05/14/2022</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>05/16/2022</u>	<p>We are working on a unique arts project to go in conjunction with our California Arts Council project grant and wanted to see how we might go about renting the recording studio? We are creating an old-time radio show as a part of a box of make believe hands-on projects that will be donated to fifty Orange County families in need. Thanks so much!</p>	<p>In order to make a reservation to use the Sound Lab, please call 949-717-3860 and have your library card number ready. Staff can book a four hour reservation for you to use the Lab. There's more information on the Lab here: https://www.newportbeachlibrary.org/services/media-lab. Please let me know if you have any other questions! Thank you.</p>
<u>7</u> <u>05/17/2022</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>05/18/2022</u>	<p>Please could you forward this email to the person who manages your events? Running beautiful and engaging virtual or hybrid events is more important now than ever. We've helped many nonprofits – including Hudson River Park in NYC, Monmouth Medical Center in New Jersey, and GLSEN in LA – with the technology and services they needed to excite their audiences and raise funds through online events. We can provide everything from event consulting, invitations, and design to video recording, editing, and live streaming to event websites and tech oversight. Learn more at www.solveitsimply.com/virtual-events. Are you free for a quick call with our founder Jake Grinsted to discuss how Solve IT Simply can help? As the former Public Relations Director at The Fresh Air Fund and with over 20 years of nonprofit experience, Jake will be someone who understands your organization. Schedule a quick 15-minute call here. https://calendly.com/solveitsimply/15-minute-intro-call?month=2022-05 Many thanks.</p>	<p>Thank you, but we are not in need of this service.</p>
<u>8</u> <u>05/21/2022</u> <u>Email</u> <u>Cherall Weiss</u> <u>Literacy Coordinator</u> <u>05/23/2022</u>	<p>My husband just arrived in the USA from Colombia and he needs to learn English. We live in Newport Beach. Do you know where we can find ESL classes for beginners? Many thanks.</p>	<p>Thank you for reaching out to the Newport Beach Public Library. Attached is a list of some of the local ESL offerings in the area. Many of the classes are offered for free or for very low costs and each of the resources have contact information noted. If there is at least a foundation of English verbal ability, we offer an adult literacy program to help improve reading, writing and communication skills. If our literacy program is of interest, please give me a call for more information. Either way, wishing you the best of luck in finding the services that are right.</p>
<u>9</u> <u>05/22/2022</u> <u>Email</u> <u>Rebecca Lightfoot</u> <u>Library Services Manager, Acting</u> <u>05/23/2022</u>	<p>Do you offer any tech workshops for beginning Mac users? Also, how about classes to learn how to use programs/tools you have available to use on site; such as, photosh (or similar program) or any programs that can be used to make videos from photos &/or to splice together multiple videoclips to create into one video? Please let me know. Thank you.</p>	<p>Unfortunately we are not offering any tech workshops at this time. It is something we hope to resume in the fall, so we will certainly take your suggestions under consideration. In the meantime, we do offer access to an online learning site called Udemy. Udemy can be accessed from the library's website, under the eBranch page. Click on "Databases": https://www.newportbeachlibrary.org/ebranch/databases. Under "Lifelong Learning Tools" you will see the link for Udemy. Create a free account and you will gain access to thousands of classes on a wide variety of topics, including Photoshop. I hope that helps. Please let me know if you have any other questions. Thank you.</p>
<u>10</u> <u>05/23/2022</u> <u>Email</u> <u>Julie Duncan</u> <u>Technical Processing Supervisor</u> <u>05/24/2022</u>	<p>I need to cancel a passport appointment I had made for this Wed. 5/25 at 3pm as we have still not yet received copies of birth certificates from the State of California. Please feel free to call my cell with any questions...Thanks!</p>	<p>Thank you so much for letting us know. We are here if and when you're ready to make an appointment. Our direct number is 949-717-3831.</p>

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Melissa Hartson, Library Services Director
Re: Report of Library Activities – June 20, 2022, Meeting

MELISSA HARTSON, LIBRARY SERVICES DIRECTOR

Debbie Walker

Debbie Walker is set to retire at the beginning of July. I have had the good fortune to work with her in a variety of capacities throughout her 25-year career at NBPL. She has embraced the roles and assignments given to her. Notably, as Branch and Youth Services Coordinator, she was integral in multiple capital improvement projects with oversight for the Crean Mariners Library opening in 2006, the 2013 Central Library Children's Expansion and most recently the Corona del Mar Library and Fire Station. She adeptly led and worked alongside her staff, introducing a myriad of successful youth programs from revamping the Children's Summer Reading Program to increasing storytime offerings from Toddler and Preschool audiences to adding "Books and Babies" and "Songs and Stories".

I am happy for Debbie as she enters this next chapter and wish her the best in retirement. I will miss her leadership and insights, her commitment to serving the community and comradery she contributes to throughout the Library.

Cherall Weiss

Literacy Coordinator Cherall Weiss will retire early July after 16 years of leading the Library's Literacy Program, Project Adult Literacy (PAL). At the beginning of her tenure, there were approximately 40 tutor-learner pairs and very few offerings or special events and programs. With Cherall's passion and leadership, PAL saw a remarkable increase in program participation with over 100 learners now in the program. With Cherall's vision, she expanded the ongoing learner classes, introduced the Gift of Literacy Luncheon and hosted well-received Happy Hour Events. She secured numerous grants and donations and extended beyond literacy assistance launching the Library's Career Online High School.

PAL has made a significant difference in the lives of the participants, both learners and volunteers. Cherall has been instrumental in these impacts. The Library and Community will greatly miss her advocacy and compassion as she journeys down a new path. I wish her all the best in her retirement chapter.

Kurt Kost

Vice Chair Kurt Kost is stepping down from the Board of Library Trustees after this meeting. Kurt has been an active Trustee during his time on the Board. He served as the Trustee Liaison on multiple Newport Beach Public Library Foundation Committees. The Library had the benefit of his keen insights as the Corona del Mar Library and Fire Station opened and during the Library's COVID-19 pandemic services. Kurt's input, commitment to the Library and his warm and friendly demeanor will be missed. Thank you, Kurt, for representing the Library so well.

WHEELHOUSE LIST FOR LIBRARY TRUSTEES

- **Debbie Walker's Retirement Celebration**
Thursday, June 23
Staff Lounge, Central Library
1:00 p.m. – 3:00 p.m.
- **Cherall Weiss' Retirement Celebration**
Thursday, July 7
Friends Meeting Room, Central Library
1:00 p.m. – 3:00 p.m.
- **NBPL Foundation Summer Solstice Event**
Saturday, June 25
Bamboo Courtyard & Friends Meeting Room, Central Library
Reception 5:00 p.m. – 6:30 p.m.
Author Presentation 6:30 p.m. – 7:30 p.m.
- **Board of Library Trustees meeting**
Monday, July 18
Small Conference Room, Central Library
5 p.m.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Preparations are well underway at all locations in readiness for Summer Reading Program (SRP), which begins on Saturday, June 11. Librarian Christine Chapel attended Mariners Elementary School's Flag deck on May 20 while Balboa Branch Librarian Evelyn Rogers and Library Assistant Katrina Kading visited Newport Elementary on the same morning. Students and staff heard all about SRP and received bookmarks highlighting the program. Balboa staff offered further outreach when they hosted Newport Elementary first graders at the branch on Friday, May 27. As a reminder, funding supplied by the Friends of the Library meant that each student received a free book to take home. In staffing news, Balboa Page Courtney Eldridge resigned. Her duties are currently being covered by Central and Mariners staff. Part-time Library Assistant Erika Aguilar began training at CdM in anticipation of her permanent assignment there starting June 2.

Youth Services

In addition to SRP school visits made by branch staff, Children's Librarian Annika Helmuth and Library Assistant Bernadette Gilliam divided outreach duties and visited Andersen, Harbor View, Newport Coast Elementary schools in May, and Eastbluff and Lincoln Elementary schools in the first days of June. Total school outreach included over 3,000 students, teachers and parents. Staff welcomed the opportunity to, once again, visit schools in person after only doing so remotely during the pandemic. Aside from outreach, all hands have been on deck prepping craft projects and readying SRP prize books and other giveaways. Annika worked closely with Marketing Specialist Maria Nicklin to assure that SRP marketing and publicity materials were created, reviewed, printed and made ready for distribution for, not only school visits, but for library patrons as well. The annual two-week pre-SRP storytime break began Tuesday, May 31. Storytimes will resume on Monday, June 13.

Teen Services

The Young Adult Advisory Council (YAAC) met again in May, and attendees assisted with SRP-related projects in addition to signing up for volunteer shifts to begin after June 11. Two very successful teen volunteer orientations were held in early May with a total of 85 attendees (volunteers and parents) finding out about volunteer opportunities for the coming months, how to do their background checks, signing up for training sessions and shifts, etc. Library Assistants Danielle Doi and Emily Halphide, and Annika held small group volunteer training sessions throughout the rest of the month. A college prep program on the topic of “Secrets of College Admissions” was also held in May.

Facilities

Thankfully, Central Library had a fairly quiet month in terms of facility issues. Plumbers did come and do work on one of the water fountains on the second floor. At Mariners Library, plans continued for the upcoming HVAC project in addition to regular HVAC repairs done by Western Allied. In more exciting news, a small kitchen remodel began at Mariners, with the old current cabinetry and sink being removed to be replaced by a new sink and cabinet unit. Work should be completed in early June. The security gates at Mariners were also replaced with an updated model that will not need to be removed when the annual HVAC inspection is done.

REBECCA LIGHTFOOT, ADULT SERVICES COORDINATOR**Programming**

In May, we concluded our Genealogy series with the final workshop for the season. The series was popular, and we plan to schedule more classes with instructor Arlene O'Donnell next season.

The Library also hosted its final Sunday Musicale of the season on May 29, featuring a cello and piano duo. The performance was well received with 167 in attendance. The duo received a standing ovation and obliged the audience with an encore.

Personnel

Part time Library Assistant Darren Nuzzo began his training on May 31. Darren is assigned to the Central Library.

Proquest Articles Retrieved 2021-2022

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
Business Databases	758	1023	1108	1036	977	1424	2373	1254	1344	952	883		1194
Newspapers--Current	762	759	1060	867	1326	988	702	989	887	916	875		921
Newspapers--Historical	3015	2169	1776	1915	2472	2171	3124	3073	3815	3728	2935		2745
Magazines	17	36	53	2905	45	30	76	55	25	20	15		298

Database FY Comparisons	JUL 2021	AUG 2021	SEP 2021	OCT 2021	NOV 2021	DEC 2021	JAN 2022	FEB 2022	MAR 2022	APR 2022	MAY 2022	JUN 2022	YTD 21/22
Tracked by #searches													
A to Z Databases	1456	1224	2805	1906	1492	1345	1441	2041	2435	1824	2070		20039
Ancestry	459	114	185	288	252	262	412	579	565	676	578		4370
AskART	63	55	15	13	11	17	24	11	34	15	36		294
Brainfuse JobNow/VetNow	21	90	348	149	368	184	104	192	151	51	53		1711
Britannica School Edition	22	14	93	64	27	2	16	16	68	378	1		701
Facts on File Ancient History	0	33	65	1	36	10	15	32	7	49	18		266
Gale Archives Unbound	219	1534	7687	3942	14030	11170	2409	438	657	3723	438		46247
Gale Directory Library	7	14	14	21	39	4	3	1	5	22	4		134
Gale in Context: Biography	6	0	39	19	5	18	9	7	6	64	5		178
Gale in Context: Elementary	2	0	3	4	7	9	16	13	10	1	2		67
Gale in Context: Opposing View	11	18	10	36	1170	94	102	45	12	12	3		1513
Gale Literature Resource Center	12	5	20	8	27	5	32	3	109	90	52		363
Gale Virtual Reference Library	23	66	151	44	97	67	27	14	74	130	55		748
HeritageQuest	1602	1895	935	1879	857	2165	3425	3098	2462	123	509		18950
Legal Information Ref Center	12	34	18	48	18	56	9	28	41	110	40		414
National Geographic	114	36	38	18	60	28	92	20	42	52	188		688
National Geographic Kids	57	20	21	10	35	14	63	27	47	27	109		430
NewsBank	1060	1146	1188	1120	934	853	968	895	1639	1228	995		12026
NoveList Plus	79	64	195	49	68	34	29	16	100	40	62		736
NoveList K-8 Plus	24	28	46	27	27	13	15	4	19	8	23		234
ProQuest	1858	2459	3029	5780	2884	3055	4288	3307	3343	2430	2243		34676
Proquest eLibrary	1	12	24	12	9	12	22	8	29	9	4		142
Reference Solutions Business	539	486	360	216	354	508	234	294	420	257	621		4289
Reference Solutions Residential	96	55	433	37	39	47	25	38	38	31	53		892
SIRS Discoverer	0	0	10	11	60	534	4576	8856	4541	1846	1748		22182
SIRS Issues Researcher	413	185	501	3188	3143	3776	3799	2563	7175	4981	5440		35164
World Book Online	7	22	25	67	53	18	19	1259	120	42	133		1765
Tracked by #page views													
Artist Works	14	23	11	13	8	6	4	5	5	8	4		101
Consumer Reports	2054	2291	1714	1772	2185	2337	2866	2047	2218	2087	2534		24105
CultureGrams	0	21	171	132	28	265	102	153	285	136	36		1329
Morningstar	5070	5727	5600	5902	6254	5176	6110	5468	5175	4809*			55291
RealQuest	36	12581	8192	27	63	90	103	6140	140	799	267		28438
Tumblebooks	19	7	27	14	66	26	19	31	33	65	76		383
Value Line	14720	12441	14510	16072	17351	14037	18514	17098	16143	19882	21309		182077
Tracked by courses													
Udemy	2316	1523	1266	2097	1925	1693	2416	2585	2506	2105	2201		22633
Tracked by Hours Used													
ABC Mouse	26.25	39.43	33.65	25.15	27.02	19.53	60.85	83.16	124	62.32	27.52		528.9
Rosetta Stone	67.32	68.5	58.87	63.05	32.85	21.22	53.18	45.64	124.8	20.52	51.8		607.8

Notes:

* May Morningstar statistics are not yet available. IT is aware of and working on the issue.

NBPL Website Usage 2021-2022

Metric	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Total Users	40325	40067	40500	39931	36865	36159	37666	31097	41528	43101	46316		39414	433555
New Users	35072	34955	35426	35046	31947	31967	33253	26830	36975	38630	41393		34681	381494
Sessions	73733	73195	72935	72310	66539	65075	71035	60578	74837	73406	77955		71054	781598
Pageviews	249347	242176	244237	248891	228139	213616	242666	211556	244018	223552	238727		235175	2586925
Sessions Per User	1.83	1.83	1.80	1.81	1.80	1.80	1.89	1.95	1.80	1.70	1.68		1.81	--
Pages Per Session	3.38	3.31	3.35	3.44	3.43	3.28	3.42	3.49	3.26	3.05	3.06		3.32	--
Avg. Session Dur. (min)	2.68	2.70	2.62	2.70	2.63	2.53	2.68	2.90	2.78	2.50	2.43		2.65	--
Bounce Rate (%)	54.90	55.57	56.18	56.28	55.67	56.74	54.61	52.61	56.47	58.68	60.41		56.19	--

Cassie Wireless (SPOT) Total Number of Sessions 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	225	256	224	241	269	266	295	325					263	2101
CdM	121	191	102	163	142	176	124	142					145	1161
Mariners	933	1229	1262	1040	1196	1081	959	958					1082	8658
Central	12055	11896	11283	11617	9990	10125	8971	10152					10761	86089
Total	13334	13572	12871	13061	11597	11648	10349	11577					12251	98009

Cassie Wireless (SPOT) Total Length of Sessions (min) 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	18534	27214	21891	25375	30679	27122	38153	38441					28426	227409
CdM	9508	17717	9806	14939	13867	13443	9744	13554					12822	102578
Mariners	100962	142648	139271	114620	128143	120872	101285	107989					119474	955790
Central	1711361	1626605	1511287	1581285	1370595	1355008	1256379	1402910					1476929	11815430
Total	1840365	1814184	1682255	1736219	1543284	1516445	1405561	1562894					1637651	13101207

Cassie Wireless (SPOT) Average Length Per Session (min) 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa	82.37	106.30	97.73	105.29	114.05	101.96	129.33	118.28					108.24	--
CdM	78.58	92.76	96.14	91.65	97.65	76.38	78.58	95.45					88.35	--
Mariners	108.21	116.07	110.36	110.21	107.14	111.81	105.62	112.72					110.39	--
Central	141.96	136.74	133.94	136.12	137.20	133.83	140.05	138.19					137.25	--
Total	138.02	133.67	130.70	132.93	133.08	130.19	135.82	135.00					133.67	--

Today's Business Solutions Wireless (TBS): Total Data Transferred (GB) 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa									96.35	49.64	208.87		118.29	354.86
CdM									37.08	80.89	92.95		70.31	210.92
Mariners									823.75	615.25	1040.00		826.33	2479.00
Central									7630.00	6370.00	7470.00		7156.67	21470.00
Total									8587.18	7115.78	8811.82		8171.59	24514.78

Today's Business Solutions Wireless (TBS): Total Unique Patrons 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa									248	235	277		253	760
CdM									160	226	195		194	581
Mariners									820	806	860		829	2486
Central									5928	6024	6097		6016	18049
Total									7156	7291	7429		7292	21876

Today's Business Solutions Wireless (TBS): Average Number of Patrons Per Day 2021-2022 *

Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa									20	19	21		20	60
CdM									9	12	13		11	34
Mariners									70	59	67		65	196
Central									419	404	412		412	1235
Total									518	494	513		508	1525

Today's Business Solutions Wireless (TBS): Average Usage Per Patron (MB) 2021-2022 *

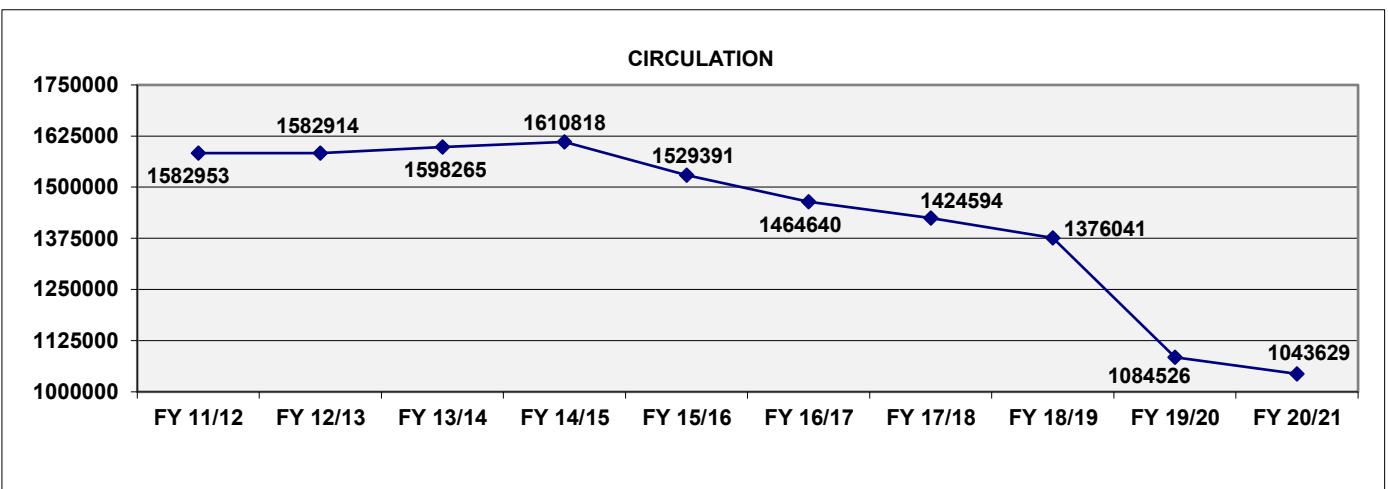
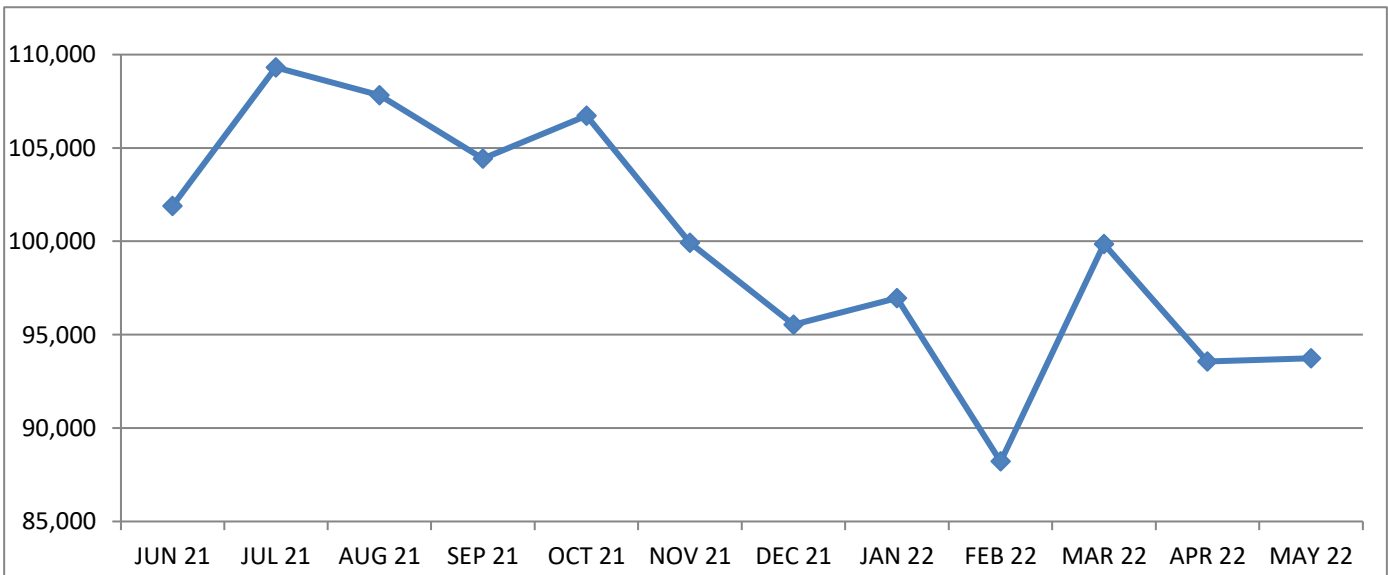
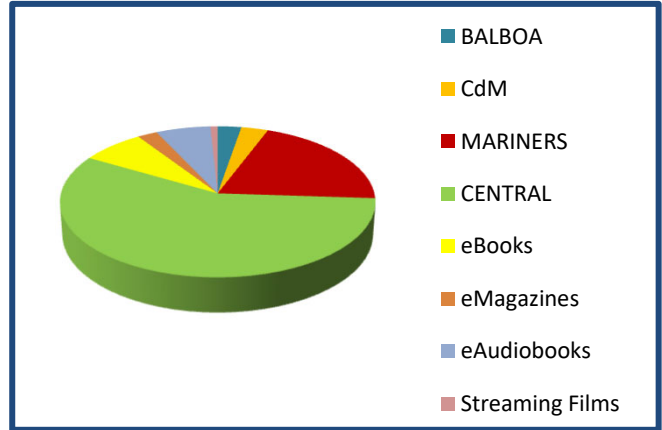
Location	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Balboa									397.80	216.30	772.10		462.07	1386.20
CdM									237.30	366.50	488.10		363.97	1091.90
Mariners									1000.00	781.70	1240.00		1007.23	3021.70
Central									1320.00	1080.00	1250.00		1216.67	3650.00
Total									2955.10	2444.50	3750.20		3049.93	9149.80

* NBPL transitioned from Cassie Wireless (SPOT) to Today's Business Solutions Wireless (TBS) in March 2022.

NEWPORT BEACH PUBLIC LIBRARY - MAY 2022

CIRCULATION

	MAY 22	YTD 21/22	YTD 20/21
BALBOA	2,528	26,675	24,037
CdM	2,881	31,461	22,228
MARINERS	18,984	233,116	151,104
CENTRAL	53,726	628,240	538,725
eBooks	6,845	81,286	91,465
eMagazines	2,142	23,192	46,528
eAudiobooks	5,851	64,012	59,553
Streaming Films	776	8,088	8,092
TOTAL	93,733	1,096,070	941,732

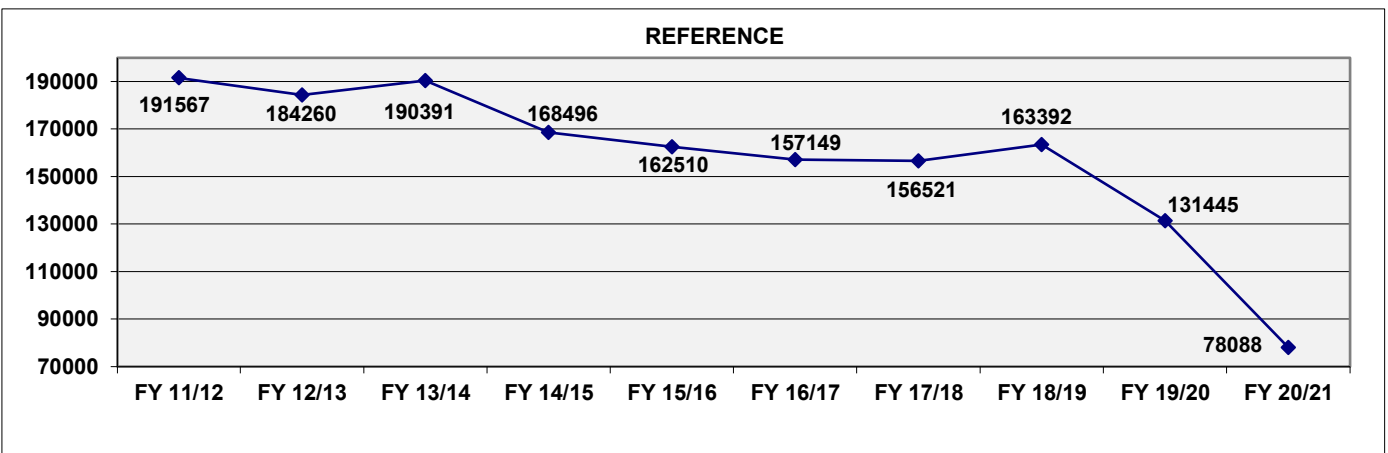
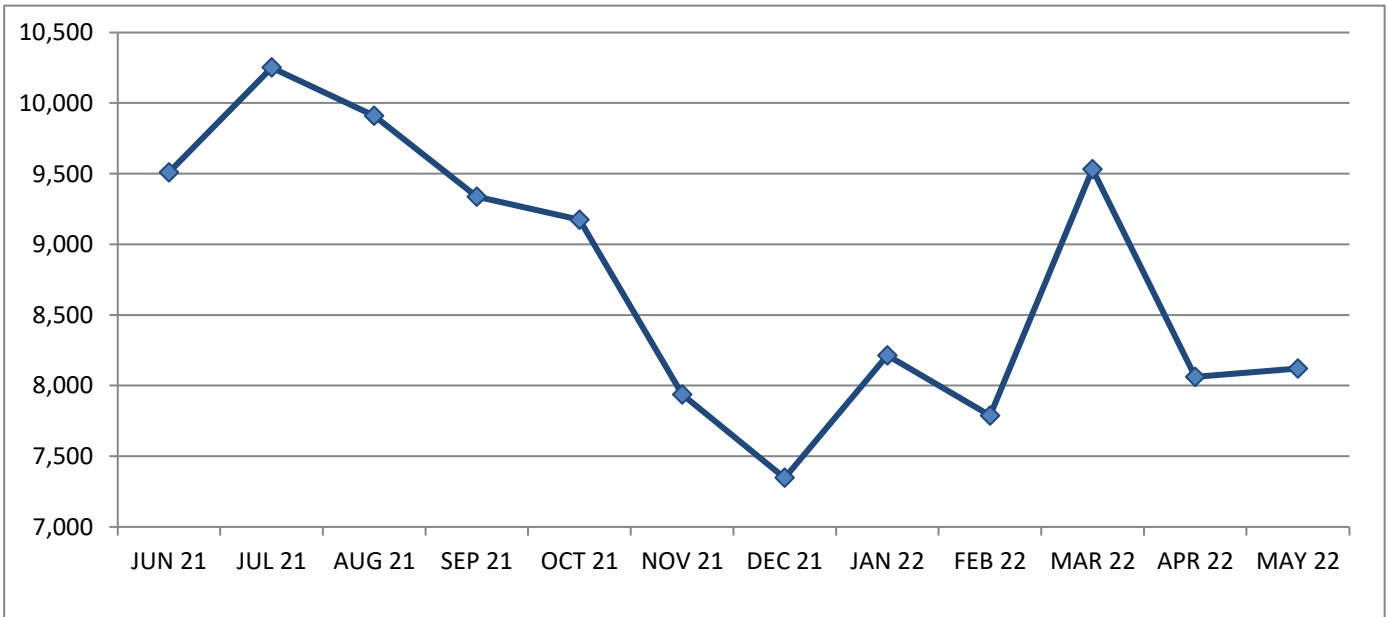
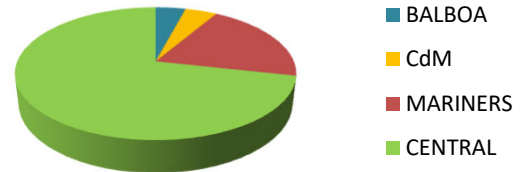


NEWPORT BEACH PUBLIC LIBRARY - MAY 2022

REFERENCE

BALBOA
CdM
MARINERS
CENTRAL

MAY 22	YTD 21/22	YTD 20/21
336	3,599	2,841
354	4,831	2,387
1,621	18,689	16,986
5,810	68,556	46,364
TOTAL	8,121	68,578



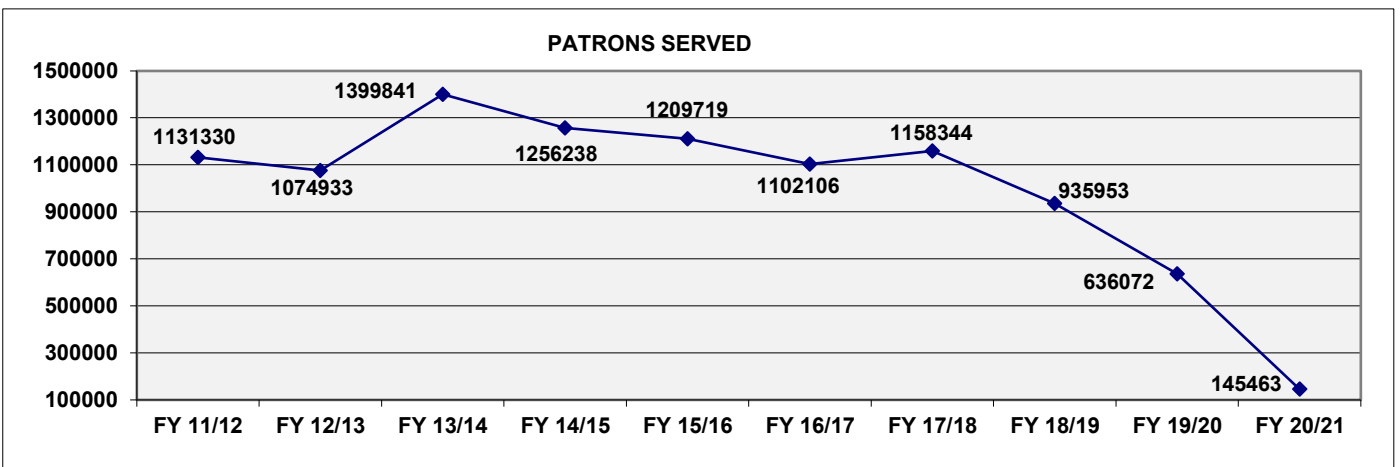
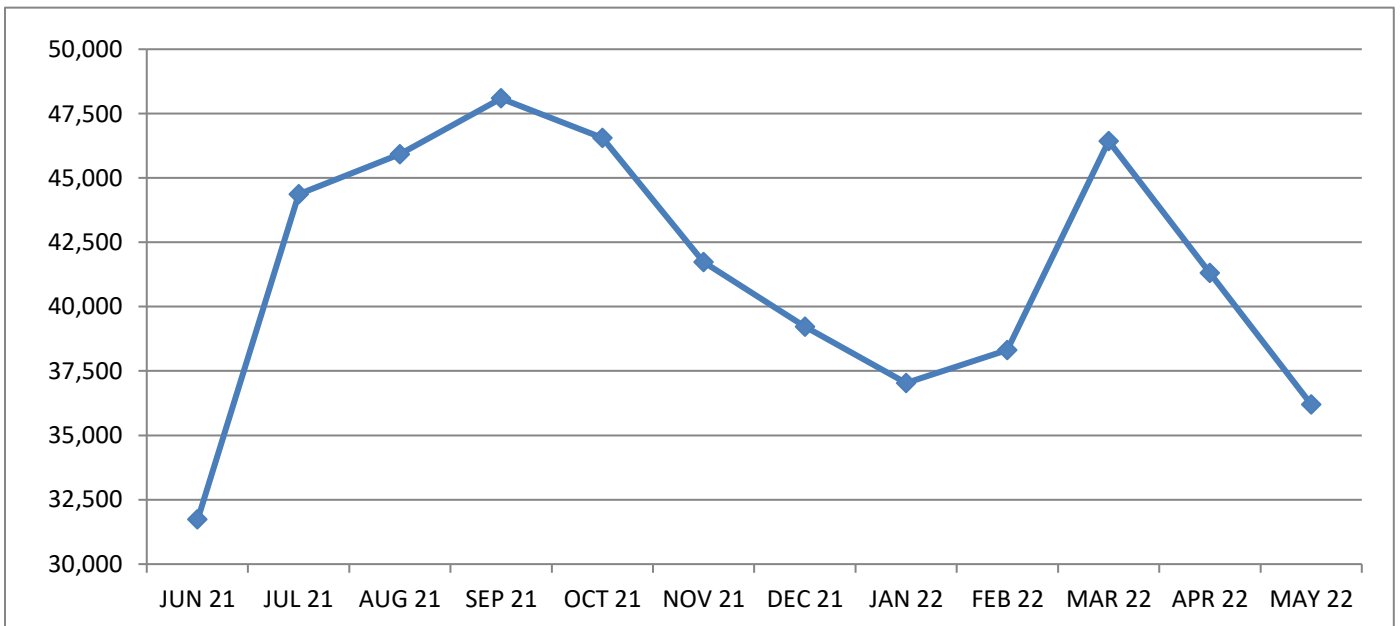
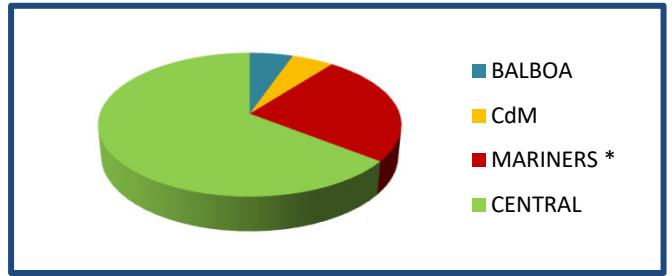
NEWPORT BEACH PUBLIC LIBRARY - MAY 2022

PATRONS SERVED

BALBOA
CdM
MARINERS *
CENTRAL

TOTAL

MAY 22	YTD 21/22	YTD 20/21
1,938	21,103	3,081
1,878	26,960	2,967
9,058	109,860	27,213
23,332	307,268	80,465
36,206	465,191	113,726



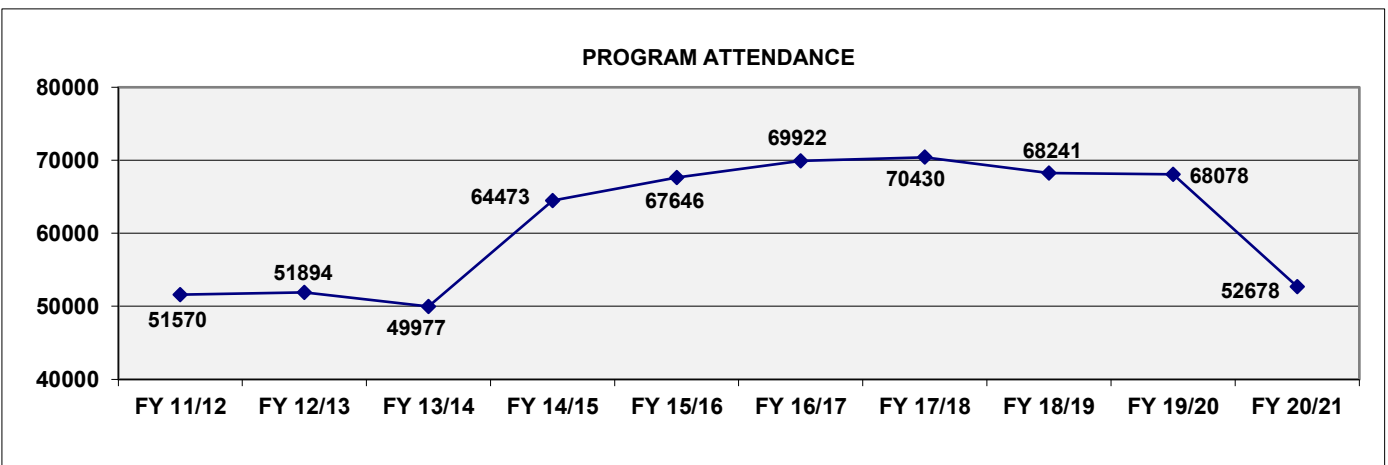
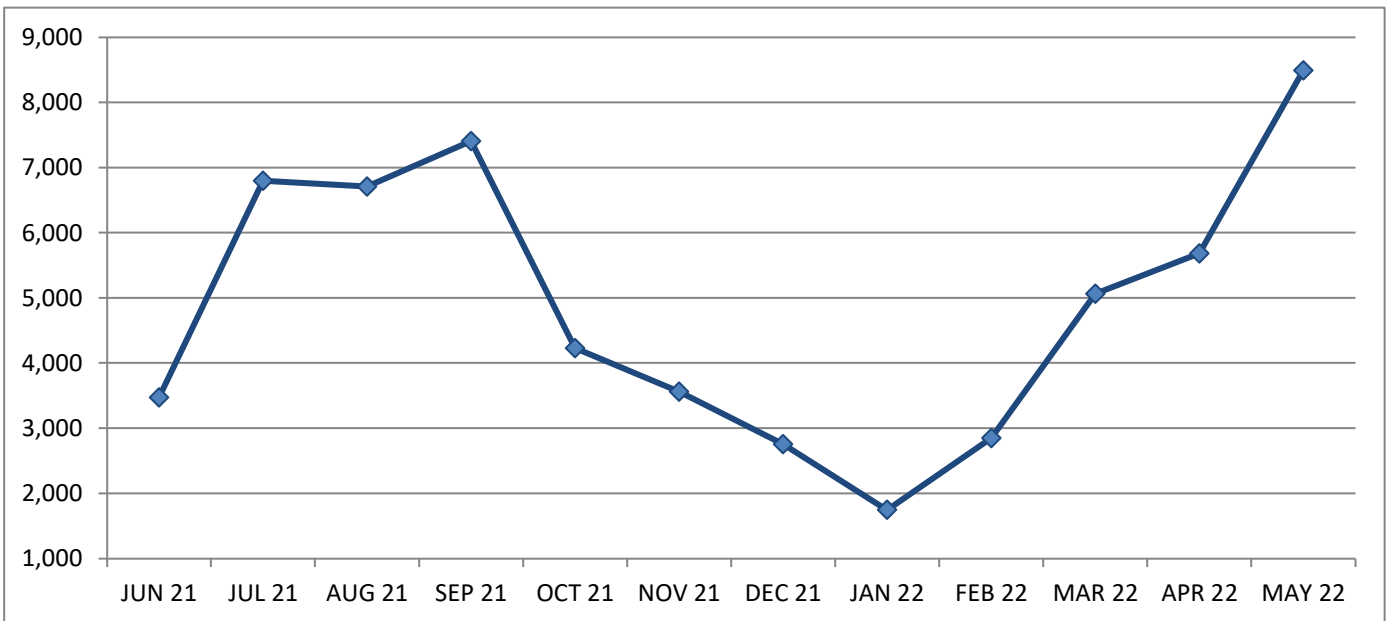
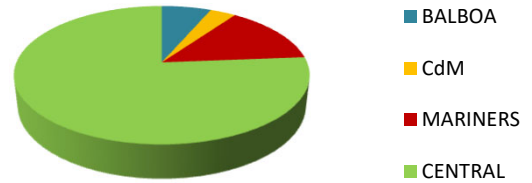
* Mariners school gate count not consistently available.

NEWPORT BEACH PUBLIC LIBRARY - MAY 2022

PROGRAM ATTENDANCE

BALBOA
CdM
MARINERS
CENTRAL

MAY 22	YTD 21/22	YTD 20/21
549	1,305	280
287	2,749	230
1,180	5,634	1,130
6,476	45,596	47,564
TOTAL	8,492	49,204



LIBRARY EXPENDITURES

(June 2, 2022)

FY 2021-22

ACCOUNT DESCRIPTION	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MONTHLY EXPENDED	AVAILABLE BUDGET
I SALARY & BENEFITS					
SALARY FULL-TIME REGULAR	2,954,186	2,822,057	2,468,519	216,023	353,538
SALARY PART-TIME	1,162,634	1,219,362	718,647	65,280	500,715
BENEFITS	2,143,211	2,329,983	2,107,716	262,519	222,267
SALARY & BENEFITS TOTAL	6,260,031	6,371,402	5,294,882	543,821	1,076,520
II MAINT & OPERATION					
PROFESSIONAL SERVICE*	164,393	198,621	187,710	15,283	10,911
UTILITIES	284,373	284,373	280,627	39,281	3,746
PROGRAMMING	5,500	5,000	1,898	6	3,102
SUPPLIES**	81,970	67,662	62,671	7,161	4,991
LIBRARY MATERIALS	619,740	623,957	593,842	28,406	30,115
FACILITIES MAINTENANCE	184,686	181,809	142,397	13,385	39,412
TRAINING AND TRAVEL	10,681	8,761	770	0	7,991
GENERAL OPERATING EXPENSES***	24,202	23,694	17,249	1,610	6,445
PERIPHERALS & SOFTWARE	5,000	27,891	27,891	0	0
INTERNAL SERVICE FUNDS	1,758,054	1,758,671	1,758,671	200,589	0
OFFICE EQUIPMENT	2,000	2,000	1,743	0	257
MAINT & OPERATION TOTAL	3,140,599	3,182,439	3,075,469	305,721	106,970
LIBRARY BUDGET TOTAL	9,400,630	9,553,841	8,370,351	849,542	1,183,490

*PROFESSIONAL SERVICES - INCLUDE OUTSIDE PRINTING, JANITORIAL, WINDOW SERVICE

**INCLUDES OFFICE , PROCESSING AND JANITORIAL SUPPLIES

***INCLUDES, ADVERTISING, DUES, EVENT INSURANCE

BOARD OF LIBRARY TRUSTEES MONITORING LIST			
Previous Agenda Date	AGENDA ITEM		Scheduled Agenda Date
Ongoing	Lecture Hall Update		Ongoing
Ongoing	Balboa Branch Replacement Update		Ongoing
Ongoing	Policy Review (See List Below)		Ongoing
Jun 21, 2021	Financial Report Comparison of Beginning Budget to End of the Year Amended Budget (Every June)		Jun 20, 2022
Jun 21, 2021	Branch Update - CDM		Jun 20, 2022
Jul 19, 2021	Election of Board of Library Trustees Officers/Trustee Liaisons		Jul 18, 2022
Jul 19, 2021	Proposed Library Closures for Winter Holidays 2021		Jul 18, 2022
Aug 23, 2021	Information Technology Update		Aug 15, 2022
Aug 23, 2021	Adult and Reference Services Update		Aug 15, 2022
Sep 20, 2021	Literacy Program Update		Sep 19, 2022
Oct 18, 2021	Branch Update - Mariners		Oct 17, 2022
Oct 18, 2021	Youth Services Update		Oct 17, 2022
Nov 15, 2021	Performance Review of Library Services Director (Closed Session)		Nov 21, 2022
Dec 20, 2021	Review Holidays / Meeting Schedule 2023		Dec 19, 2022
Jan 18, 2022	Newport Beach Public Library eBranch, Database and Downloadable Services Review		Jan 17, 2023
Feb 22, 2022	Annual Budget - Preliminary Review		Feb 21, 2023
Feb 22, 2022	Arts & Cultural Update		Feb 21, 2023
Mar 21, 2022	Branch Update - Balboa		Mar 20, 2023
Apr 18, 2022	Annual Budget - Approval		Apr 17, 2023
Apr 18, 2022	Library Material Selection		Apr 17, 2023
May 16, 2022	Media Lab Update		May 15, 2023
May 16, 2022	Marketing Update & Social Networking Update		May 15, 2023
LAST REVIEWED	POLICY REVIEW		
Jun 15, 2020	NBPL 12	Circulation Policy	Jun 20, 2022
Jul 20, 2020	CC I-1	Library Services Policy (Council Policy I -1)	Jul 18, 2022
Aug 17, 2020	NBPL 2	Collection Development Policy	Aug 15, 2022
Sep 21, 2020	NBPL 9	Expressive Use Areas	Sep 19, 2022
Nov 16, 2020	NBPL 6	Media Lab Use Policy	Nov 21, 2022
Nov 16, 2020	NBPL 7	Sound Lab Use Policy	Nov 21, 2022
Jan 19, 2021	NBPL 5	Newport Beach Public Library Internet Use Policy	Jan 17, 2023
Jan 19, 2021	NBPL 11	Rules for Acceptable Use of Wireless Internet Connections	Jan 17, 2023
Feb 16, 2021	NBPL 8	Display and Distribution of Materials Policy	Feb 21, 2023
Mar 15, 2021	NBPL 1	Library Use Policy	Mar 21, 2023
Apr 19, 2021	NBPL 13	Study Room Policy	Apr 17, 2023
Jun 21, 2021	NBPL 4	Children in the Library Policy	Jun 19, 2023
Aug 23, 2021	NBPL 14	Friends Meeting Room	Aug 21, 2023
Nov 15, 2021	NBPL 15	Library Lecture Hall	Nov 21, 2023

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3810, mhartson@newportbeachca.gov

PREPARED BY: Nadia Dallstream, CdM Branch Librarian II

TITLE: Corona del Mar Branch Update

OVERVIEW:

The original Corona del Mar Library was established in 1947 and was located on the corner of Goldenrod and Pacific Coast Highway. In 1952, the library was moved to a larger location in Corona del Mar and then to its current location on Marigold. In 2018, the 2,000 square foot building on Marigold was completely reconstructed and reopened in September 2019. The new facility is a joint use building that is shared with Fire Station #5. The new building provides the community with a 3,801 square foot library that is energy efficient and maximizes space, providing ample parking, a popular collection of materials, technological amenities, comfortable seating, and a clean design. However, in March 2020, due to the COVID-19 pandemic, the library ceased in-person services until June 2021. During that time, the library offered curbside services for patrons. On June 7, 2021, the Corona del Mar Library transitioned from curbside services to in-person services. The new Corona del Mar Library has now been open for one continuous year.

Personnel

The Corona del Mar Library is staffed by one full-time Branch Librarian, Nadia Dallstream; one full-time Clerk, Daisy Hernandez; and one part-time Library Assistant, Erika Aguilar. Clerk coverage is provided by the Balboa Branch part-time Clerk, Tina Quan, one day per week. Page coverage is provided by rotating Central Library staff. Erika was recently hired as a part-time Library Assistant at Central and joined the CdM Staff this June. Erika has experience in children's programming and will help provide reference assistance and programming for our library patrons.

In April 2022, Shannon Pirus, who served as the part-time Library Assistant at the branch, left the Library to pursue a new opportunity. We were thankful to have Shannon on staff over the past year, as she played an important part in welcoming our community back to the library through her excellent customer service and creative programming ideas for both adults and children.

Facility Maintenance

We have established a regular maintenance schedule for the Corona del Mar Library's cleaning, HVAC, and other building services. We have had settlement cracks inspected and repaired. Settlement cracks are normal with any new building, and we continue to monitor them to ensure that they do not expand.

Collection Maintenance

A collection of 11,000 materials was purchased in 2019, thanks to generous donations from the Friends of the Library and the Library Foundation. Since then, the collection has grown to 12,113 items. In line with the Library's Collection Policy, new items have been added to meet the requests and needs of our

patrons, while other items have been withdrawn. From May 2021 to May 2022, the teen collection had 230 checkouts, the adult collection had over 12,290 checkouts and the children's collection had over 18,904 checkouts. These numbers are representative of the population that we serve at the Corona del Mar Library.

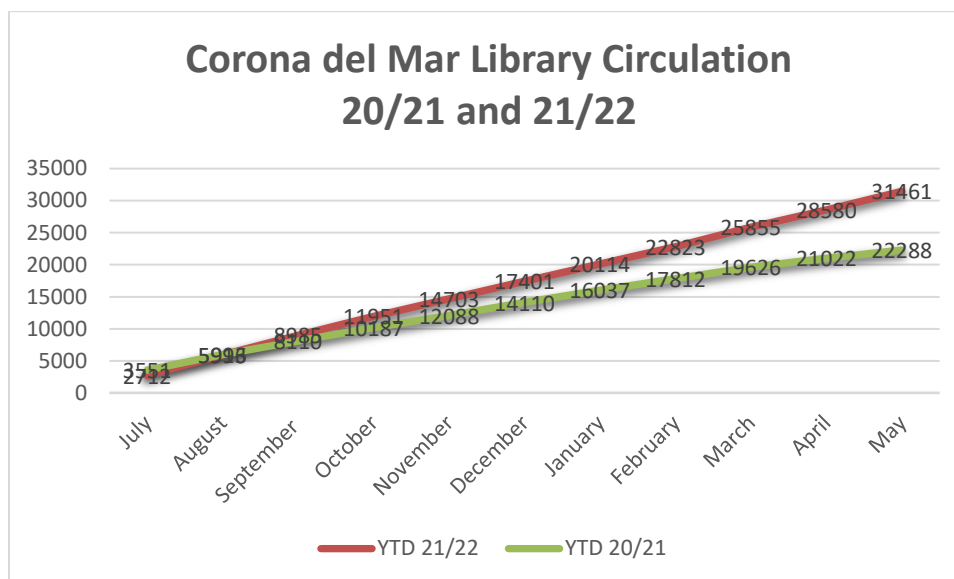
Public Service

Circulation and Reference Services

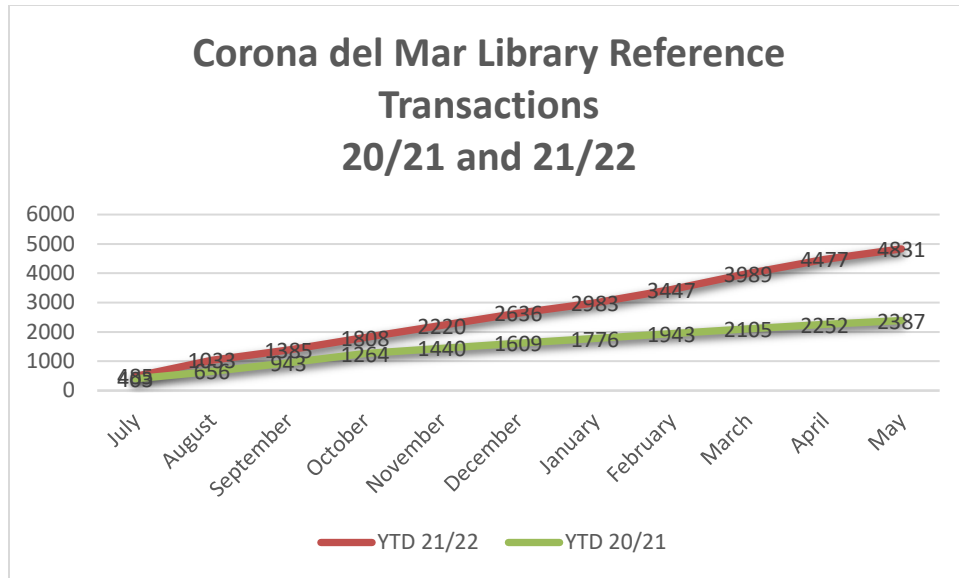
Corona del Mar Library primarily serves Council District 6, with community residents often walking to the facility. Council District 6 includes the Corona del Mar Village, Harbor View, and West Newport Coast neighborhoods with a total population of 11,909 residents. Corona del Mar Library also serves visiting residents from neighboring Districts and cities.

On June 7, 2021, after an almost 15-month closure, Corona del Mar Library reopened for in-person services and returned to normal operating hours, Monday through Saturday 9 a.m. – 6 p.m. (closed Sundays), for a total of 54 hours per week.

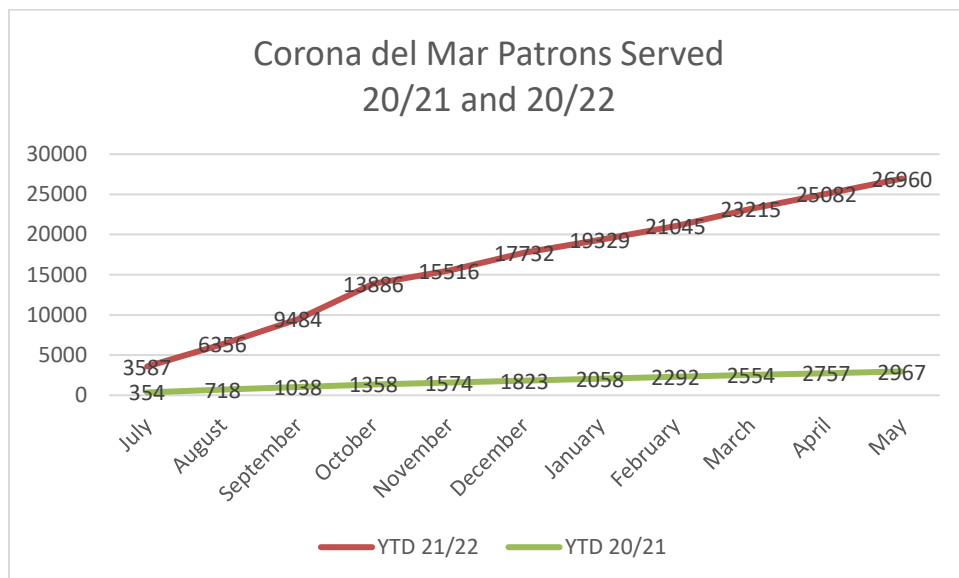
Since the reopening, we have seen a steady increase in the circulation of library materials. A total of 31,461 items checked out from Corona del Mar Library from July 2021 through May 2022. A comparison of the total increase in circulation between 20/21 and 21/22 is shown below.



For the same period, 4,831 reference questions were answered. The chart below shows the increase in reference questions answered from 20/21 to 21/22 due to switching from curbside to in-person services. Currently, the Corona del Mar staff answers an average of 450 questions per month.



The number of patrons that visited the library from July 2021 to May 2022 is 26,960. This is a significant increase from the previous year when only curbside options were offered and is illustrated in the chart below. Curbside services were counted as a single transaction per vehicle, whereas this year's number is counted by the number of people that enter the building.



Children's Services and Program Attendance

The Corona del Mar Library offered 76 programs from July 2021 through April 2022. In-person programming began in July and attendance continues to grow. Since July, 2,462 people have participated or attended our library programs. Some highlights include the October Fire Safety Month Storytime co-hosted with the Fire Fighters from Station #5, December's 41st Annual Corona del Mar Christmas Walk and Open House, and April's National Library Week Storytimes with guests of honor, Councilmember Joy Brenner and Library Board of Trustees Chair Paul Watkins and his wife Ronnie. Patrons were glad to return to in-person programs and this is evident by the significant increase in program attendance.

While the majority of the programming that was offered this past year was geared towards children, we have also begun to offer programming for adults. At the CdM Christmas Walk Open House, we offered a Library Card Drawing for anyone who had a library card or got one that day, a Peppermint Candy Guessing Contest, a CdM Library Scavenger Hunt, and a gift of Nasturtium seeds. In February, we offered a Blind Date with a Book program. We wrapped up books so the identifying information wasn't visible and we gave a quick description of the book on the gift tag. Patrons who checked out the books could complete a survey card that was inside the book to let us know how their blind date went. Those that participated were entered into a drawing for a See's Candies gift card. Most of the adults who participated enjoyed reading something new that they may have otherwise overlooked.

This June we will start our Summer Reading Programs with a kick-off event for all ages on June 11.

Comments

The community is happy to have the Corona del Mar Library open again for in-person services. We have seen a consistent increase in library visits, usage, and program attendance each month. Our staff is dedicated, provides excellent customer service, and creates a welcoming environment for residents and visitors alike. Over this next year, we will continue to offer a popular collection of materials and programming to patrons of all ages.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
949-717-3810, mhartson@newportbeachca.gov

PREPARED BY: Melissa Hartson, Library Services Director

TITLE: Circulation Policy Review (NBPL 12)

RECOMMENDATION:

Staff requests the Board of Library Trustees review and approve the revisions to Library Policy NBPL 12, *Circulation Policy*.

DISCUSSION:

The purpose of the Circulation Policy is to present guidelines for maintaining accurate, efficient, and consistent service procedures throughout the Newport Beach Public Libraries. The Board of Library Trustees last updated this policy June 2020. Significant revisions were made at that time to coincide with the enhanced capabilities of the Symphony ILS (Integrated Library System) migration. Staff recommends no substantial changes to the policy other than minor grammatical revisions, and the term “customers” has been changed to the preferred “patrons”.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENTS:

- A. Circulation Policy (NBPL 12) – current version
- B. Circulation Policy (NBPL 12) – red-lined version
- C. Circulation Policy (NBPL 12) – revised version

Circulation Policy

1.0 Library Customer Cards

Individual Library customer cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual library customer cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" library card with no material borrowing privileges may be issued to persons who wish to use the library's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

2.01 Reference Materials - Materials for use only within the Library facility, including newspapers and current issues of periodicals.

2.02 General Materials – Most circulating books and audio books.

2.03 Paperbacks (mass market) - Circulating book materials without hard cover bindings.

2.04 Periodicals - Magazines and journals published with established frequency throughout the year.

2.05 New Books - Newly acquired and recent publications of circulating fiction and non-fiction books.

2.06 Lucky Day Books – High demand fiction and non-fiction books available for immediate checkout.

2.07 Rental DVDs/Blu-rays - High demand DVDs/Blu-rays available for a rental fee.

2.08 Compact Discs (CDs) - Circulating recorded music that are on a compact disc.

2.09 DVDs/Blu-rays - Circulating films: feature, documentary, and instructional.

2.10 Video Games - Circulating games requiring a dedicated console with a video interface.

2.11 eBooks - Circulating electronic version of a printed book that may be read or listened to on a personal computer or hand-held device designed specifically for this purpose.

2.12 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.13 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.14 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.15 Interlibrary Loan (abbreviated ILL) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.16 Laptops– Circulating computers that may be used in the Library.

2.17 Tech Toys – Circulating media and technology equipment such as a GoPro camera or USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below. Eligible items will automatically renew for four additional loan periods if the item has not been reserved.

3.01 Reference Materials, including newspapers and the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. Current issues and bound volumes of Periodicals may not be checked out.

3.05 The loan period for New Books is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.06 The loan period for Lucky Day Books is 7 days and may not be renewed.

3.07 The loan period for Rental DVDs/Blu-rays is 1 day and may not be renewed.

3.08 The loan period for Compact Discs is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.09 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.10 The loan period for Video Games is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.11 The loan period for eBooks is 7, 14, or 21 days.

3.12 The loan period for streaming video is 3, 5, or 7 days.

3.13 The loan period for Laptops is 1 hour and may be renewed for 20 minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.14 Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

3.15 The loan period for ILL items is determined by the lending library.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library customers are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library customers are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to customers registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to customers who abuse library privileges. Such customers may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A customer whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A customer who has ten overdue items outstanding.

5.03 A customer who has moved without notifying the library of the current correct address.

6.0 Placing of Reserves.

Library customers are permitted to place reserves on General Materials, New Books, Paperbacks, Compact Discs, eBooks, Tech Toys, Non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for these materials, which are “on order”.

7.0 Confidentiality of Customer Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

(a) By a person acting within the scope of his or her duties within the administration of the library.

(b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term “patron use records” includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron’s name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron’s borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the Rental DVD/Blu-ray collections. These fees are established by the Board of Library Trustees and reviewed on a biennial basis.

8.02 Customers must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Lucky Day Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum
- Video Games - \$1.00/day to Maximum
- Laptop - \$5.00/hour to Maximum
- ILL - \$0.25/day to Maximum

- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Lucky Day Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games - \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks (mass market) - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, CDs and Video Games - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

Approved January 19, 1988

Amended February 16, 1988

Amended July 19, 1988

Amended Nov. 21, 1989 - Effective January 2, 1990

Amended March 19, 1991 - Effective July 1, 1991

Amended August 13, 1992 - Effective October 1, 1992

Amended April 20, 1993 - Effective July 1, 1993

Amended August 17, 1993 - Effective September 1, 1993

Amended November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended November 21, 1994 - Effective January 1, 1995

Amended August 15, 1995 - Effective October 1, 1995

Amended September 19, 1995 - Effective October 1, 1995

Amended August 19, 1997 - Effective October 1, 1997

Amended November 17, 1998 - Effective January 1, 1999

Amended December 19, 2000 - Effective January 1, 2001

Section 6.02 (reevaluate September 2001)

Amended March 20, 2001 - Effective April 1, 2001

Amended July 20, 2004 - Effective September 30, 2004

Amended June 20, 2006 - Effective June 21, 2006

Amended October 17, 2006 - Effective October 18, 2006

Amended March 16, 2010 - Effective May 15, 2010

Amended by the BLT December 5, 2011 - Approved by City Attorney December 22, 2011

Final Approval by the Board of Library Trustees on February 6, 2012

Amended and Approved by the Board of Library Trustees on September 4, 2013

Amended and Approved by the Board of Library Trustees on September 22, 2014

Amended and Approved by the Board of Library Trustees on February 16, 2016

Amended and Approved by the Board of Library Trustees on February 27, 2018

Amended and Approved by the Board of Library Trustees on June 15, 2020 – Effective July 13, 2020

This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on June 15, 2020, effective on July 13, 2020.

Circulation Policy

1.0 Library ~~Customer~~-Patron Cards

Individual Library ~~customer-patron~~ cards are issued to all residents of Newport Beach upon presentation of proper identification. All applicants under the age of 18 will be required to have a parent/guardian signature to obtain a library card. Guest cards will not be issued to anyone under the age of 18.

1.01 Under the State Universal Borrowing Agreement, individual ~~L~~ibrary ~~customer-patron~~ cards will be issued to persons who do not reside in Newport Beach, but who are residents of the State of California, utilizing the same criteria as above.

1.02 A family borrower's card will be issued to a non-California resident upon payment of a \$10.00 annual fee.

1.03 A replacement for a lost card will be issued upon proof of identification.

1.04 A "computer use only" ~~L~~ibrary card with no material borrowing privileges may be issued to persons who wish to use the ~~L~~ibrary's public computer workstations and on-line databases. Proof of identification is necessary.

1.05 Lifetime cards may be issued at the discretion of the Board of Library Trustees.

2.0 Definitions

Library materials are defined as indicated.

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2.07 Rental DVDs/Blu-rays - High demand DVDs/Blu-rays available for a rental fee.

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2.10 Video Games - Circulating games requiring a dedicated console with a video interface.

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2.12 Streaming Video – Circulating digital video content transmitted through an Internet connection. Content may be viewed on a personal computer, mobile device, or via a digital media player.

2.13 Databases - Electronic databases to which the Library subscribes. Many of these databases may be used remotely.

2.14 Internet - Many additional resources are available on the Internet and can be reached through library equipment.

2.15 Interlibrary Loan (abbreviated “ILL”) - Service whereby a user of one library may borrow books or receive photocopies of documents that are owned by another library. Users request materials, and the Library, acting as an intermediary, identifies owners of the desired item, places the request, receives the item, makes it available to the user, and arranges for its return.

2.16 Laptops– Circulating computers that may be used in the Library.

2.17 Tech Toys – Circulating media and technology equipment such as a GoPro camera or USB enabled turntable.

3.0 Loan Periods

Loan periods and renewals for materials vary as stated below. Eligible items will automatically renew for four additional loan periods if the item has not been reserved.

3.01 Reference Materials, including newspapers and the current issues of periodicals, may not be checked out.

3.02 The loan period for General Materials is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.03 The loan period for Paperbacks is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.04 The loan period for circulating Periodicals is 21 days and may be renewed for two additional 21-day periods. Current issues and bound volumes of Periodicals may not be checked out.

3.05 The loan period for New Books is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.06 The loan period for Lucky Day Books is 7 days and may not be renewed.

3.07 The loan period for Rental DVDs/Blu-rays is 1 day and may not be renewed.

3.08 The loan period for Compact Discs is 21 days and may be renewed for four additional 21-day periods if the item has not been reserved.

3.09 The loan period for Non-rental DVDs/Blu-rays is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.10 The loan period for Video Games is 7 days and may be renewed for four additional 7-day periods if the item has not been reserved.

3.11 The loan period for eBooks is 7, 14, or 21 days.

3.12 The loan period for streaming video is 3, 5, or 7 days.

3.13 The loan period for Laptops is 1 hour and may be renewed for ~~20-minute~~20-minute increments as long as there is not a waiting list. These devices are for use within the Library building only. See the LAPTOP USE policy for more details.

3.14 Loans of certain materials are made to teachers for classroom use and to the homebound, with a loan period of 4 weeks.

3.15 The loan period for ILL items is determined by the lending library.

3.17 The loan period for Tech Toys is 7 days and may not be renewed.

4.0 Fines and Fees

Library ~~customers~~patrons are responsible for returning borrowed materials by the end of the loan period. Library materials are considered in circulation until checked-in at a Newport Beach Public Library.

4.01 Overdue fines are charged for materials returned after the due date. The fine schedule is established by the Board of Library Trustees, and reviewed on a biennial basis.

4.02 Library ~~customers~~patrons are responsible for the replacement cost of lost materials, plus a processing charge.

4.03 Overdue fines are not charged to ~~customers~~patrons registered in the homebound program.

5.0 Library Privileges

The Library reserves the right to refuse borrowing privileges to ~~customers~~patrons who abuse ~~library~~ privileges. Such ~~customers~~patrons may be identified as delinquent. Delinquent may be defined by the following circumstances:

5.01 A ~~customer~~patron whose record shows unpaid fines and fees of \$5.00 or more.

5.02 A ~~customer~~patron who has ten overdue items outstanding.

5.03 A ~~customer~~patron who has moved without notifying the ~~library~~ of the current correct address.

6.0 Placing of Reserves.

Library ~~customers~~patrons are permitted to place reserves on General Materials, New Books, Paperbacks, Compact Discs, eBooks, Tech Toys, Non-rental DVDs/Blu-rays and Video Games in the collection. Reserves may also be placed for these materials, which are "on order".

7.0 Confidentiality of ~~Customer~~Patron Records.

All patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

(a) By a person acting within the scope of his or her duties within the administration of the library.

(b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.

(c) By order of the appropriate superior court.

As used in this section, the term “patron use records” includes the following:

(1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron’s name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron’s borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.

California Government Code § 6267

(Amended by Stats. 2011, Ch. 80, Sec. 1. Effective January 1, 2012.)

Library employees must refer all court-ordered requests to the Library Services Director.

8.0 Special Conditions

8.01 Fees for Use.

Use fees are charged for the Rental DVD/Blu-ray collections. These fees are established by the Board of Library Trustees and reviewed on a biennial basis.

8.02 ~~Customers~~ Patrons must be 18 years of age or older to checkout DVDs/Blu-rays, Video Games and Tech Toys.

8.03 A fee is charged for Interlibrary Loan (ILL) service.

9.0 Circulation Policies Schedule of Fines/Fees.

The fine schedule is established by the Board of Library Trustees and reviewed on a biennial basis.

9.01 Rental Fees

- Rental DVDs/Blu-rays - \$1.00 per day

9.02 Fines for Overdue Materials:

- General Materials - \$0.25/day to Maximum
- DVDs/Blu-rays (non-rental) - \$0.25/day to Maximum
- Paperbacks, Periodicals - \$0.25/day to Maximum
- New Books - \$0.25/day to Maximum
- CDs - \$0.25/day to Maximum
- Lucky Day Books - \$0.25/day to Maximum
- Rental DVDs/Blu-rays - \$1.00/day to Maximum

- Video Games - \$1.00/day to Maximum
- Laptop - \$5.00/hour to Maximum
- ILL - \$0.25/day to Maximum
- Tech Toys - \$5.00/day to Maximum

Maximum Fines:

- General Materials, Audio Books, Lucky Day Books and ILL Materials - \$10.00
- Paperbacks, Periodicals - \$5.00
- DVDs/Blu-rays - \$10.00
- CDs - \$10.00
- Video Games - \$20.00
- Laptops - \$1,200.00
- Tech Toys - \$100.00

9.03 Replacement Cost of Materials - Actual Replacement Cost of Item

When replacement cost cannot be determined, the following averages apply:

- General Materials - \$20.00
- Periodicals & Paperbacks (mass market) - \$ 5.00
- DVDs/Blu-rays - \$25.00
- CDs - \$20.00
- Video Games - \$50.00
- Laptops and/or peripherals- \$1,200.00
- Interlibrary Loan (ILL) - Cost as determined by the lending library
- Tech Toys - \$400.00

When materials are replaced, fines paid are applied to replacement and processing charge. The following Processing Charges apply in addition to Replacement Costs:

- General Materials, DVDs/Blu-rays, CDs and Video Games - \$10.00
- Paperbacks (mass market)/Periodicals - \$3.00
- Tech Toys - \$20.00

9.04 Other Fees:

- Replacement of Compact Disc Cases - \$1.00
- Replacement of DVD/Blu-ray/BOCD Case - \$4.00
- Fee for Damage to Barcode or RFID tag on Library Materials - \$1.00
- Interlibrary Loan Fee (per item): \$5.00

Approved January 19, 1988

Amended February 16, 1988

Amended July 19, 1988

Amended Nov. 21, 1989 - Effective January 2, 1990
Amended March 19, 1991 - Effective July 1, 1991
Amended August 13, 1992 - Effective October 1, 1992
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Section 9.04 - Effective July 1, 1995
Amended November 21, 1994 - Effective January 1, 1995
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*This Policy will be periodically reviewed by the Board of Library Trustees on the first to occur of (i) as circumstances may require or (ii) every two years from the date of adoption, last amendment, or last review. Adopted, last amended, or last reviewed on June ~~15~~20, ~~2020~~2022, ~~effective on July 13,~~
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Amended November 2, 1993 - Effective January 1, 1994

Section 9.04 - Effective July 1, 1995

Amended November 21, 1994 - Effective January 1, 1995

Amended August 15, 1995 - Effective October 1, 1995

Amended September 19, 1995 - Effective October 1, 1995

Amended August 19, 1997 - Effective October 1, 1997

Amended November 17, 1998 - Effective January 1, 1999

Amended December 19, 2000 - Effective January 1, 2001

Section 6.02 (reevaluate September 2001)

Amended March 20, 2001 - Effective April 1, 2001

Amended July 20, 2004 - Effective September 30, 2004

Amended June 20, 2006 - Effective June 21, 2006

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TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3810, mhartson@newportbeachca.gov

PREPARED BY: Melissa Hartson, Library Services Director

TITLE: Budget Amendments for Fiscal Year 2021-22

ABSTRACT:

The Library's City Council approved budget for fiscal year 2021-22 was \$9,400,630. Throughout the year, the original appropriation has increased through budget amendments due to the addition of donations and grants to the Library. These funds increased the Library's budget by \$304,080 to a total of \$9,704,710.

DISCUSSION:

The Library's Maintenance and Operations Budget is amended when we receive funds from grants, donations and gifts. Most of the additional funding is received from the Newport Beach Public Library Foundation and the Friends of the Newport Beach Library. In this fiscal year, the Foundation added \$31,555 to fund donor specified library materials. The Friends of the Library added \$200,000 to fund a wide range of materials and programming.

Another area of the Library's budget that is substantially altered from the initial budget to the year-end is in Project Adult Literacy (PAL). The initial 2021-22 budget allocation for the program was \$67,064, which covers approximately 50% of the cost to operate the Program. The balance of the funding comes from the California Library Literacy Services (CLLS) Grant and donations to PAL. The CLLS Grant for 2021-22 totaled \$44,769 and other donations to the Program totaled \$24,369.

This year, the Library also received a \$2,337 Santiago Library System reimbursement to purchase eResource content.

The attached spreadsheet shows the accounts into which these additional funds were allocated to cover expenditures.

Note that the figures in this report do not include the annual budget for the Cultural Arts division nor do they include donated funds or encumbrances rolled over from the previous year.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

Attachment A: Budget Amendment Report

ATTACHMENT A

FY 2021-22 Amended Budget

UNIT	FUND	ORIGINAL GENERAL FUND APPROP	AMT ADDED	REVISED BUDGET
Foundation	Library Materials	619,740	31,555	651,295
Friends	Library Materials	619,740	165,000	784,740
	Library Programming	5,500	35,000	40,500
Other Donations	Library Materials	619,740	3,387	623,127
	Literacy Part-Time Salaries	41,730	9,000	50,730
	Literacy Part-Time Benefits	19,042	8,600	27,642
	Literacy Programming	0	2,500	2,500
	Literacy Supplies	0	580	580
	Literacy Materials	0	830	830
	Literacy Training and Travel	0	150	150
	Literacy General Operating Expenses	0	2,709	2,709
CA Library for Literacy	Literacy Part-Time Salaries	41,730	39,092	80,822
	Literacy Part-Time Benefits	19,042	5,677	24,719

TO: BOARD OF LIBRARY TRUSTEES

FROM: Library Services Department
Melissa Hartson, Library Services Director
(949) 717-3810, mhartson@newportbeachca.gov

PREPARED BY: Melissa Hartson, Library Services Director

TITLE: Acceptance of Donation

RECOMMENDATION:

Staff recommends the Board of Library Trustees approve the acceptance of a donation from the National Charity League's Newport Chapter to enhance the Library's materials collection.

DISCUSSION:

The Library received the following donations at the end of May 2022:

- Gift to Newport Beach Public Library from National Charity League's Newport Chapter - \$1,000.

The Newport Chapter of National Charity League supports local community needs. This donation is part of their philanthropic efforts to serve the community through the Newport Beach Public Library.

Staff recommends the acceptance of this donation by the Library Board of Trustees. If accepted, the donation will be allocated into Library Materials operating account.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).